

## Overview and Certification

# Danvers Housing Authority

## Annual Plan for Fiscal Year 2023

### For State-Aided Public Housing

The Annual Plan is a document compiled by housing authority staff in advance of each new fiscal year. The plan serves as both a tool for the Local Housing Authority (LHA) to reflect upon the prior fiscal year, and as an opportunity to develop a clear and transparent plan that builds on successes, identifies needs, and corrects any issues that have arisen in prior years. Additionally, the Annual Plan is an important tool for tenants, who may use the document to better understand the operations and needs of their housing authority, advocate for changes to policies and procedures, access data about the housing authority, and participate in their housing authority's governance.

In addition to the physical document, the Annual Plan is also a process of public engagement. Throughout the Annual Plan process, the LHA executive director or their designee will be expected to review the Plan with any Local Tenant Organizations (LTO's) and Resident Advisory Board (RAB) before the LHA presents the plan to the LHA Board of Commissioners; make a draft available for review to all residents and the general public; post on the website and make a copy available to each LTO at least 30 business days before the public hearing; hold a hearing on the document; and collect, integrate, and report back on substantive comments. Additionally, the Board will read, offer recommendations, and approve the Annual Plan in advance of its submission to DHCD.

The law that mandates the Annual Plan is [An Act Relative to Local Housing Authorities, Massachusetts General Laws, Chapter 121B Section 28A](#). The regulation that expands upon Section 28A is [760 CMR 4.16](#). The regulations that address Local Tenant Organization (LTO) and resident participation in the Annual Plan are [760 CMR 6.09 \(3\)\(h\)](#) and [760 CMR 6.09\(4\)\(a\)\(4\)](#).

The Danvers Housing Authority's Annual Plan for their 2023 fiscal year includes the following components:

1. Overview and Certification
2. Capital Improvement Plan (CIP)
3. Maintenance and Repair Plan
4. Operating Budget
5. Narrative responses to Performance Management Review (PMR) findings
6. Policies
7. Waivers
8. Glossary
9. Other Elements
  - a. Public Comments and LHA Responses
  - b. Cover sheet for tenant satisfaction surveys
  - c. Tenant Satisfaction Survey 667 Program

**Overview and Certification****State-Aided Public Housing Developments**

The following table identifies the state-aided public housing units with developments of more than 8 units listed separately. Units in developments of 8 or fewer units are aggregated as noted. Units that the LHA provides to assist clients of the Department of Mental Health (DMH), the Department of Developmental Services (DDS), or other agencies are also aggregated separately.

| <b>Dev No</b> | <b>Type</b> | <b>Development Name</b>              | <b>Num Bldgs</b> | <b>Year Built</b> | <b>Dwelling Units</b> |
|---------------|-------------|--------------------------------------|------------------|-------------------|-----------------------|
| 667-02        | Elderly     | HAWKES MANOR 667-02                  | 5                | 1972              | 62                    |
| 667-04        | Elderly     | MAPLE/CHARTER 667-04                 | 2                | 1890              | 38                    |
| 667-01        | Elderly     | PERRY TERRACE 667-01                 | 7                | 1959              | 24                    |
| 667-03        | Elderly     | TAPLEY MANOR 667-03                  | 1                | 1896              | 40                    |
|               | Other       | Special Occupancy units              | 2                |                   | 16                    |
|               | Family      | Family units in smaller developments | 5                |                   | 16                    |
| <b>Total</b>  |             |                                      | <b>22</b>        |                   | <b>196</b>            |

**Federally Assisted Developments**

Danvers Housing Authority also manages Federally-assisted public housing developments and/or federal rental subsidy vouchers serving 221 households.

**LHA Central Office**

Danvers Housing Authority  
 14 Stone Street, Danvers, MA, 01923  
 Cynthia Dunn, Executive Director  
 Phone: 978-777-0909  
 Email: cdunn@danvershousing.org

LHA Board of Commissioners

|                  | <u>Role</u> | <u>Category</u> | <u>From</u> | <u>To</u>  |
|------------------|-------------|-----------------|-------------|------------|
| Maureen Bernard  | Treasurer   |                 | 05/01/2018  | 05/01/2023 |
| Kerry Fouhey     |             | State Appointee | 05/20/2017  | 05/20/2022 |
| Carla King       | Chair       |                 | 05/01/2019  | 05/01/2024 |
| Virginia Sidmore |             |                 | 06/01/2021  | 06/01/2026 |
| Michael Swindell | Vice-Chair  |                 | 05/01/2020  | 06/10/2025 |

Plan History

The following required actions have taken place on the dates indicated.

| REQUIREMENT |  | DATE COMPLETED |
|-------------|--|----------------|
| A.          | Advertise the public hearing on the LHA website.   | 01/10/2022     |
| B.          | Advertise the public hearing in public postings.   | 01/11/2022     |
| C.          | Notify all LTO's and RAB, if there is one, of the hearing and provide access to the Proposed Annual Plan.                              | N/A            |
| D.          | Post draft AP for tenant and public viewing.   | 01/11/2022     |
| E.          | Hold quarterly meeting with LTO or RAB to review the draft AP. (Must occur before the LHA Board reviews the Annual Plan.)              | N/A            |
| F.          | Annual Plan Hearing. Hosted by the LHA Board, with a quorum of members present. (For Boston, the Administrator will host the hearing.) | 03/17/2022     |
| G.          | Executive Director presents the Annual Plan to the Board.  | 03/17/2022     |
| H.          | Board votes to approve the AP. (For Boston Housing Authority, the Administrator approves and submits the AP.)                          | 03/17/2022     |

## Certification

### CERTIFICATION OF LHA USER AUTHORIZATION FOR DHCD CAPITAL SOFTWARE AND HOUSING APPLICATIONS

I, Cynthia Dunn, Executive Director of the Danvers Housing Authority, certify on behalf of the Housing Authority that I have conducted an annual review of all Danvers Housing Authority users of DHCD Capital Software applications and Housing Applications and that all current LHA users are authorized to use the systems and have the appropriate level of user access based on their job responsibility. I approve all system access and access levels for all Danvers Housing Authority users.

This certification applies to the following applications:

- Capital Planning System (CPS)
- Consolidated Information Management System (CIMS)
- Cap Hub
- DHCD Housing Management Systems

### CERTIFICATION FOR SUBMISSION OF THE ANNUAL PLAN

I, Cynthia Dunn, Executive Director of the Danvers Housing Authority, certify on behalf of the Housing Authority that: a) the above actions all took place on the dates listed above; b) all facts and information contained in this Annual Plan are true, correct and complete to the best of my knowledge and belief and c) that the Annual Plan was prepared in accordance with and meets the requirements of the regulations at 760 CMR 4.16 and 6.09.

Date of certification: 03/21/2022

## CERTIFICATION FOR SUBMISSION OF THE ANNUAL PLAN

I, Cynthia Dunn, Executive Director of the Danvers Housing Authority, certify on behalf of the Housing Authority that: a) the above actions all took place on the dates listed above; b) all facts and information contained in this Annual Plan are true, correct and complete to the best of my knowledge and belief and c) that the Annual Plan was prepared in accordance with and meets the requirements of the regulations at 760 CMR 4.16 and 6.09.

The Board and Executive Director further certify that LHA operations and all LHA Board-adopted policies are in accordance with M.G.L. c. 121B and all Massachusetts state-aided public housing regulations, including, but not limited to 760 CMR 4.00; 5.00; 6.00; 8.00; and 11:00, as well as adhere to Department-promulgated guidance.

Date of certification: 03/21/2022

This Annual Plan (AP) will be reviewed by the Department of Housing and Community Development (DHCD) following the public comment period, the public hearing, and LHA approval.

**Capital Improvement Plan (CIP)****Capital Improvement Plan****DHCD Description of CIPs:**

The Capital Improvement Plan (CIP) is a five year plan which identifies capital projects, provides a planning scope, schedule and budget for each capital project and identifies options for financing and implementing the plan. The CIP identifies anticipated spending for each Department of Housing and Community Development (DHCD) fiscal year (July 1 to June 30) based on the project schedules.

Local Housing Authorities (LHAs) receive yearly awards from DHCD (Formula Funding Awards) which they target to their most urgent capital needs in their CIP. They may also receive special awards from DHCD for specific projects which meet specific criteria. Special awards may be given for certain emergency, regulation compliance, energy and water conservation, and other projects. The first three years of the CIP are based on actual awards made to the LHA, while years four and five are based on estimated planning amounts, not actual awards.

LHAs may sometimes secure other sources of funding and assistance that you will note in their CIP, such as: Community Preservation Act (CPA) funding, Community Development Block Grant (CDBG) funding, Local Affordable Housing Trust Funds (AHTF), HOME grants, income from leasing a cell tower on their property, savings from net meter credit contracts with solar developers, utility rebates and contracted work from utility providers, and Sheriff's Department work crews. However, not all of these funding sources are available every year, or in all communities.

The CIP includes the following parts:

- A table of available funding sources and amounts
- A list of planned capital projects showing spending per fiscal year
- A table showing special awards and other funding for targeted projects, if any, which supplements Formula Funding awarded to the LHA
- A 'narrative' with a variety of additional information.

## Capital Improvement Plan (CIP)

## Aggregate Funding Available for Projects in the First Three Years of the CIP:

| Category of Funds                              | Allocation     | Planned Spending | Description  |
|--|----------------|------------------|--|
| Balance of Formula Funding (FF)                | \$876,858.09   |                  | Total of all FF awards minus prior FF spending   |
| LHA Emergency Reserve                          | \$131,528.71   |                  | Amount to reserve for emergencies  |
| Net FF Funds (First 3 Years of the CIP)        | \$745,329.38   | \$704,815.30     | Funds to plan & amount actually planned in the first 3 years of the CIP                            |
| ADA Set-aside                                  | \$9,523.66     | \$9,234.00       | Accessibility projects   |
| DMH Set-aside                                  | \$5,043.43     | \$4,709.00       | Dept. of Mental Health facility  |
| DDS Set-aside                                  | \$4,269.80     | \$4,422.00       | Dept. of Developmental Services facility   |
| Unrestricted Formula Funding (FF)              | \$726,492.49   | \$686,450.30     | Funds awarded by DHCD to be used on projects selected by the LHA and approved by DHCD.             |
| Special DHCD Funding                           | \$558,033.15   | \$558,033.15     | Targeted awards from DHCD  |
| Community Development Block Grant (CDBG) Funds | \$0.00         | \$0.00           | Federal funds awarded by a city or town for specific projects.                                     |
| Community Preservation Act (CPA) Funds         | \$0.00         | \$0.00           | Community Preservation Act funds awarded by a city or town for specific projects.                  |
| Operating Reserve(OR) Funds                    | \$0.00         | \$0.00           | Funds from the LHA's operating budget.   |
| Other Funds                                    | \$0.00         | \$0.00           | Funds other than those in the above categories. See explanation below.                             |
| Total funds and planned spending               | \$1,303,362.53 | \$1,262,848.45   | Total of all anticipated funding available for planned projects and the total of planned spending. |

**Capital Improvement Plan (CIP)****CIP Definitions:**

**ADA Set-aside** is funding allocated within the Formula Funding (FF) for use on projects that improve accessibility for people with disabilities. 10% of FF awards are designated for this purpose.

**Available State Bond Funding** is the amount of State Bond Funding available to the LHA for the first three years of the CIP. It is calculated by totaling all of FF and Special Awards granted to the LHA through the end of the third year of the plan and subtracting the amount of these funds spent prior to July 1 of the first year of the plan.

**Amount spent prior to the plan** is the total amount of Formula Funding (FF) and Special Awards spent prior to July 1 of the first year of the plan.

**Capital project** is a project that adds significant value to an asset or replaces building systems or components. Project cost must be greater than \$1000.

**CDBG** stands for Community Development Block Grant, a potential source of project funds.

**CPA** stands for Community Preservation Act, a potential source of project funds.

**CapHub Project Number** is the number given to projects entered into DHCD's project management system known as CapHub.

**DMH Set-aside** is funding allocated within the Formula Funding (FF) for use on facilities leased to the Department of Mental Health (DMH) program vendors, if any exist at this LHA.

**DDS Set-aside** is funding allocated within the Formula Funding (FF) for use on facilities leased to the Department of Developmental Services (DDS) program vendors, if any exist at this LHA.

**Formula Funding (FF)** is an allocation of state bond funds to each LHA according to the condition (needs) of its portfolio in comparison to the entire state-aided public housing portfolio.

**Operating Reserve** is an account, funded from the LHA operating budget, primarily used for unexpected operating costs, including certain extraordinary maintenance or capital projects.

**Other Funds** could include other funding by the city or town or from other sources.

**Special Awards** are DHCD awards targeted to specific projects. Award programs include funds for emergencies beyond what an LHA can fund, for complying with regulatory requirements, for projects that will save water or energy use, and various other programs the department may run from time to time.

**Total Cost** is the sum of investigation, design, administration, permitting, and construction costs for a project

**Unrestricted Formula Funding (FF)** is money awarded to the LHA by DHCD under the Formula Funding program other than amounts set aside (restricted) for accessibility improvements or for facilities operated by DMH or DDS.



**Capital Improvement Plan (CIP)****Regional Capital Assistance Team**

Danvers Housing Authority participates in the Regional Capital Assistance Team (RCAT) program and project implementation responsibilities are as follows:

- o For projects with construction cost under \$10,000, the LHA has the sole responsibility to initiate, implement and manage the project. RCAT offers technical assistance upon request.
  
- o For projects with construction cost between \$10,000 and \$100,000 the RCAT will have lead responsibility to initiate, implement and manage the project with both DHCD and LHA involvement and oversight throughout the process. For projects in this range, the LHA will work with the RCAT Project Manager who will contact the LHA to initiate projects.
  
- o For projects with construction cost over \$100,000, or projects below that threshold that are complex or have a subsequent phase that exceeds \$100,000 construction cost, DHCD will take the lead and draft a WO or RFS to hire a designer to prepare plans and specs. RCAT will not be involved in the implementation of projects in this range and the LHA will continue to work directly with the DHCD Project Manager and DHCD design staff.

Capital Improvement Plan (CIP)

Formula Funding and Special DHCD Award Planned Spending - Other funding not included

| Cap Hub Project Number | Project Name  | Development(s)        | Total Cost | Amount Spent Prior to Plan | Remaining Planned for 2022 | fy2023 Planned | fy2024    | fy2025    | fy2026    | fy2027   |
|------------------------|---|-----------------------|------------|----------------------------|----------------------------|----------------|-----------|-----------|-----------|----------|
| 071034                 | 2008 FF Master CFA  | PERRY TERRACE 667-01  | \$3,600    | \$3,600                    | \$0                        | \$0            | \$0       | \$0       | \$0       | \$0      |
| 071063                 | FF: Kitchen Upgrade   | PERRY TERRACE 667-01  | \$404,917  | \$404,917                  | \$0                        | \$0            | \$0       | \$0       | \$0       | \$0      |
| 071067                 | FF: Interior Painting   | COLLINS STREET 689-02 | \$7,500    | \$0                        | \$7,500                    | \$0            | \$0       | \$0       | \$0       | \$0      |
| 071068                 | FF: Building Facade & Structural Repairs                                  | HAWKES MANOR 667-02   | \$134,972  | \$127,272                  | \$0                        | \$0            | \$0       | \$0       | \$0       | \$0      |
| 071070                 | Accessible Units 2020-Create 4 Fully Accessible Units and Complete Paving | HAWKES MANOR 667-02   | \$788,265  | \$72,055                   | \$0                        | \$626,390      | \$106,741 | \$0       | \$0       | \$0      |
| 071072                 | Kitchen modernization Phase 1   | HAWKES MANOR 667-02   | \$360,000  | \$0                        | \$7,650                    | \$352,350      | \$0       | \$0       | \$0       | \$0      |
| •                      | Kitchen Modernization (Phase 2)   | HAWKES MANOR 667-02   | \$423,500  | \$0                        | \$0                        | \$0            | \$0       | \$168,238 | \$255,263 | \$0      |
| •                      | Grab Bars DMH set aside   | POPLAR STREET 689-01  | \$4,709    | \$0                        | \$0                        | \$4,709        | \$0       | \$0       | \$0       | \$0      |
| •                      | Grab Bars DDS set aside   | COLLINS STREET 689-02 | \$4,422    | \$0                        | \$0                        | \$4,422        | \$0       | \$0       | \$0       | \$0      |
| •                      | Repair, Repave Parking Lot and Access Road                                | PORT SCHOOL 705-01    | \$151,250  | \$0                        | \$0                        | \$0            | \$0       | \$0       | \$60,316  | \$90,935 |

**Capital Improvement Plan (CIP)**

FUNDS IN ADDITION TO ANNUAL FORMULA FUNDING AWARD

| Cap Hub Project Number | Project Name  | DHCD Special Award Comment | Special DHCD Awards |                    |                |                | Other Funding |     |                   |             |
|------------------------|---|----------------------------|---------------------|--------------------|----------------|----------------|---------------|-----|-------------------|-------------|
|                        |   |                            | Emergency Reserve   | Compliance Reserve | Sustainability | Special Awards | CDBG          | CPA | Operating Reserve | Other Funds |
| 071070                 | Accessible Units 2020-Create 4 Fully Accessible Units and Complete Paving |                            | \$0                 | \$0                | \$0            | \$600,000      | \$0           | \$0 | \$0               | \$0         |

## **Capital Improvement Plan (CIP) Narrative**

### **Including Requests to DHCD & Supporting Statements**

#### **1. Request for increased spending flexibility.**

DHCD designates a spending target (cap share) and an allowable spending range for each year of the CIP. A Housing Authority may request to shift the cap shares of the first three years in order to increase scheduling flexibility. A CIP utilizing this flexibility is called an Alternate CIP. The total spending over three years and over five years must continue to meet the limits set by DHCD. DHCD will approve an Alternate CIP only with acceptable justification and only if funding is available.

Danvers Housing Authority has submitted an Alternate CIP with the following justification:

- Other

Current fish projects along with desired kitchen project exceed cap in years. The large projects , make it difficult to meet the individual year rules in CIMS.

#### **2. Request for additional funding.**

A Housing Authority may request additional funding from DHCD for projects that qualify as emergencies, required legal compliance upgrades, or sustainability improvements.

Danvers Housing Authority has not requested additional funding.

#### **3. Overall goals of the Housing Authority's CIP**

The overall goals of the DHA are to remain fully occupied and increase our focus on emergency preparedness. We look forward to completing phase 2 kitchen mod at our 667-2 development . Also continuing our H/S site improvements.

#### **4. Changes from the Housing Authority's previous CIP**

Every new CIP differs from the previous CIP because projects have been completed and a new year has been added with new projects. These changes and other significant changes to the content of the CIP are highlighted below:

No , new projects continuing with kitchen mod and site upgrades.

#### **5. Requirements of previous CIP approval**

There were no special conditions attached to the approval of our previous CIP.

#### **6. Quarterly capital reports**

Our most recent quarterly capital report (form 80 and 90) was submitted on 11/09/2021.

**7. Capital Planning System (CPS) updates**

Our CPS facility data has been updated with current condition information, including changes resulting from projects completed in the past year, as of .

**8. Project priorities**

All the projects in our CIP are high priority (Priority 1 and 2 projects).

**9. High priority deficiencies**

We have included all of our high priority (CPS priority 1 and 2) projects in our CIP.

**10. Accessibility**

We are not aware of any accessibility deficiencies in our portfolio.

**11. Special needs development**

Danvers Housing Authority has one or more special needs (167 or 689 programs) development. We have completed the service provider input process according to the required procedures detailed in the lease agreement and held an annual meeting with the service provider staff at all special needs developments as of 11/10/2021.

**12. Energy and water consumption**

Our 12 most recent monthly energy reports are for months 11/2020 to 10/2021.

The following table lists the DHCD thresholds for Per Unit Monthly (PUM) expense for electricity, natural gas, oil, and water use and the developments at the Housing Authority that have expenses in excess of the thresholds, if any.

|                | Electric<br>PUM > Threshold | Gas<br>PUM > Threshold | Oil<br>PUM > Threshold | Water<br>PUM > Threshold |
|----------------|-----------------------------|------------------------|------------------------|--------------------------|
| Threshold PUM: | \$100                       | \$80                   | \$50                   | \$60                     |

705-01

705-02

Water usage is hard to control at family housing. With large amount of laundry and showers.

**13. Energy or water saving initiatives**

Danvers Housing Authority is not currently pursuing any energy or water-saving audits or grants that could affect CIP project scope, costs or timing of projects.

AP-2023-Danvers Housing Authority-00509 had an energy audit under the Low-Income Energy Affordability Network (LEAN) program on 11/09/2021

**14. Vacancy rate**

Our unadjusted vacancy rate reported to DHCD is as follows. (The unadjusted vacancy rate captured in these figures is the percentage of ALL housing units that are vacant, including both offline units being used for other purposes and units with DHCD vacancy waivers.)

4% c. 667 (DHCD Goal 2%)

0% c. 200 (DHCD Goal 2%)

0% c. 705 (DHCD Goal 2%)

Danvers Housing Authority will address the excess vacancies in the following manner:  
The rate is higher than usual and the DHA is dealing with the spike in house via the maintenance staff.

**15. Vacancies**

Danvers Housing Authority has no units listed as vacant, proposed to be vacant, or at risk of becoming vacant.

**16. Other comments**

N/A

Maintenance and Repair Plan

**Maintenance Objective**

The goal of good property maintenance at a public housing authority is to serve the residents by assuring that the homes in which they live are decent, safe, and sanitary.

**About This Maintenance and Repair Plan**

This Maintenance & Repair Plan consists of several subsections describing maintenance systems followed by charts showing typical preventive maintenance, routine maintenance, and unit inspection tasks and schedules. These subsections are:

- a. **Classification and Prioritization of Maintenance Tasks** - Defines and prioritizes types of work to be accomplished by maintenance staff and vendors. Explains how the housing authority is expected to respond to work orders (tasks or requests) based on the work order classification.
- b. **Emergency Response System** - Defines what constitutes an emergency and how to notify staff of an emergency.
- c. **Normal Maintenance Response System** - How to contact the maintenance staff for a non-emergency request.
- d. **Work Order Management** - Description of the housing authority's system for managing work orders (tasks and requests).
- e. **Maintenance Plan Narrative & Policy Statement** - Self-assessment, basic information, and goals for the coming year, along with a description of the housing authority's maintenance program.
- f. **Preventive Maintenance Schedule** - A listing and schedule of tasks designed to keep systems and equipment operating properly, to extend the life these systems and equipment, and to avoid unexpected breakdowns.
- g. **Routine Maintenance Schedule** - A listing and schedule of ordinary maintenance tasks such as mopping, mowing, raking, and trash collection required to keep the facilities in good condition.
- h. **Unit Inspections** - Scheduling of annual unit inspections.

### **Classification and Prioritization of Maintenance Tasks**

Maintenance items are tracked as “work orders” and are classified in the following categories. They are prioritized in the order listed. The following classifications and prioritization are required by the Department of Housing and Community Development (DHCD).

- I. **Emergencies** - Emergencies are only those conditions which are **immediately threatening** to the life or safety of our residents, staff, or structures.
  - **Goal: initiated with 24 to 48 hours.**
- II. **Vacancy Refurbishment - Work necessary to make empty units ready for new tenants.**
  - After emergencies, the refurbishment of vacancies for immediate re-occupancy has the highest priority for staff assignments. **Everyday a unit is vacant is a day of lost rent.**
  - **Goal: vacancy work orders are completed within 30 calendar days or if not completed within that timeframe, LHA has a waiver.**
- III. **Preventive Maintenance** - Work which must be done to **preserve and extend the useful life** of various elements of your physical property and avoid emergency situations.
  - A thorough Preventive Maintenance Program and Schedule that deals with all elements of the physical property is provided later in the document.
  - The Preventive Maintenance Program is reviewed and updated annually and as new systems and facilities are installed.
- IV. **Programmed Maintenance** - Work which is important and is completed to the greatest extent possible within time and budget constraints. Programmed maintenance is grouped and scheduled to make its completion as efficient as possible. Sources of programmed maintenance include:
  - Routine Work includes those tasks that need to be done on a regular basis to keep our physical property in good shape. (Mopping, Mowing, Raking, Trash, etc.)
  - Inspections are the other source of programmed maintenance.
    - o Inspections are visual and operational examinations of parts of our property to determine their condition.
    - o All dwelling units, buildings and sites must be inspected at least annually.
    - o **Goal: Inspection-generated work orders are completed within 30 calendar days from the date of inspection, OR if cannot be completed within 30 calendar days, are added to the Deferred Maintenance Plan or the Capital Improvement Plan in the case of qualifying capital repairs (unless health/safety issue).**
- V. **Requested Maintenance** - Work which is requested by residents or others, does not fall into any category above, and should be accomplished as time and funds are available.
  - Requests from residents or others for maintenance work which does not fall into one of the other categories has the lowest priority for staff assignment.
  - **Goal: Requested work orders are completed in 14 calendar days from the date of tenant request or if not completed within that timeframe (and not a health or safety issue), the task is added and completed in a timely manner as a part of the Deferred Maintenance Plan and/or CIP.**



**Emergency Request System**

For emergency requests call the numbers listed here. Qualifying emergency work requests are listed below.

| <b>METHOD</b>            | <b>CONTACT INFO.</b> | <b>TIMES</b>                  |
|--------------------------|----------------------|-------------------------------|
| Call Answering Service   | 978-777-0909         | After business hours.         |
| Call LHA at Phone Number | 978-777-0909         | M-W 8-4PM, Th 8-7PM, F 8-12PM |

List of Emergencies - Emergencies are those conditions which are immediately threatening to the life or safety of our residents, staff, or structures. The following is a list of typical conditions that warrant an emergency response. If there is an emergency condition whether or not enumerated on this list please notify the office or answering service at the numbers listed above. If you have any questions regarding this list or other matters that may constitute an emergency, please contact the Danvers Housing Authority main office.

| <b>QUALIFYING EMERGENCY WORK REQUESTS</b>          |
|--|
| Fires of any kind (Call 911)                       |
| Gas leaks/ Gas odor (Call 911)                     |
| No electric power in unit                          |
| Electrical hazards, sparking outlets               |
| Broken water pipes, flood                          |
| No water/ unsafe water                             |
| Sewer or toilet blockage                           |
| Roof leak  |
| Lock outs  |
| Door or window lock failure                        |
| No heat  |
| No hot water                                       |
| Snow or ice hazard condition                       |
| Dangerous structural defects                       |
| Inoperable smoke/CO detectors, beeping or chirping |
| Elevator stoppage or entrapment                    |
| Inoperable refrigerator                            |
| Common area light malfunction (tripping hazard)    |

**Normal Maintenance Request Process**

Make normal (non-emergency) maintenance requests using the following methods:

| <b>METHOD</b>                 | <b>CONTACT INFO.</b> | <b>TIMES</b>                  |
|-------------------------------|----------------------|-------------------------------|
| Text Phone Number             |                      |                               |
| Call Answering Service        | 978-777-0909         | After business hours.         |
| Call Housing Authority Office | 978-777-0909         | M-W 8-4PM, Th 8-7PM, F 8-12PM |
| Submit Online at Website      |                      |                               |
| Email to Following Email      |                      |                               |
| Other                         |                      |                               |

**Work Order Management**

A. DHCD review of this housing authority’s operations shows that the authority uses the following system for tracking work orders:

Type of work order system:

Work order classification used:

|                          |  |
|--------------------------|--|
| Emergency                |  |
| Vacancy                  |  |
| Preventative Maintenance |  |
| Routine                  |  |
| Inspections              |  |
| Tenant Requests          |  |

B. We also track deferred maintenance tasks in our work order system.

C. Our work order process includes the following steps:

| Step | Description   | Checked steps are used by LHA       |
|------|---|-------------------------------------|
| 1    | Maintenance Request taken/submitted per the standard procedures listed above for the Emergency Request System and the Normal Maintenance Request Process. | <input checked="" type="checkbox"/> |
| 2    | Maintenance Requests logged into the work system  | <input checked="" type="checkbox"/> |
| 3    | Work Orders generated   | <input checked="" type="checkbox"/> |
| 4    | Work Orders assigned  | <input checked="" type="checkbox"/> |
| 5    | Work Orders tracked   | <input checked="" type="checkbox"/> |
| 6    | Work Orders completed/closed out  | <input checked="" type="checkbox"/> |
| 7    | Maintenance Reports or Lists generated  | <input checked="" type="checkbox"/> |

D. Additional comments by the LHA regarding work order management:

We use PHA Web for work orders, all types.

**Maintenance Plan Narrative**

Following are Danvers Housing Authority’s answers to questions posed by DHCD.

A. Narrative Question #1: How would you assess your Maintenance Operations based on feedback you’ve received from staff, tenants, DHCD’s Performance Management Review (PMR) & Agreed Upon Procedures (AUP), and any other sources?

The DHA maintenance staff consistently receives positive feedback from residents, and does excellent on its PMR.

B. Narrative Question #2: What changes have you made to maintenance operations in the past year?

We have continued cleaning common areas on a weekly basis. We continue to separate maintenance staff by development to keep distance and to ensure adequate staffing should someone get infected or exposed.

C. Narrative Question #3: What are your maintenance goals for this coming year?

Continue to move toward pre-covid standard operations.

D. Maintenance Budget Summary

The budget numbers shown below are for the consolidated budget only. They do not include values from supplemental budgets, if any.

|                                  | Total Regular Maintenance Budget | Extraordinary Maintenance Budget |
|----------------------------------|----------------------------------|----------------------------------|
| Last Fiscal Year Budget          | \$329,313.00                     | \$81,454.00                      |
| Last Fiscal Year Actual Spending | \$319,649.00                     | \$101,370.00                     |
| Current Fiscal Year Budget       | \$336,492.00                     | \$77,990.00                      |

E. Unit Turnover Summary

|   |         |
|---|---------|
| # Turnovers Last Fiscal Year                                    | 27      |
| Average time from date vacated to make Unit "Maintenance Ready" | 20 days |
| Average time from date vacated to lease up of unit              | 30 days |

**Attachments**

These items have been prepared by the Danvers Housing Authority and appear on the following pages:

Preventive Maintenance Schedule - a table of preventive maintenance items showing specific tasks, who is responsible (staff or vendor), and the month(s) they are scheduled

Deferred Maintenance Schedule - a table of maintenance items which have been deferred due to lack of resources.

**Preventive Maintenance Schedule and Checklist**

**LHA NAME: Danvers** **See Preventative Section of Maintenance Policy**

**Buildings & Grounds Preventive Maintenance**

**Description** **667-1 667-2 667-3 667-4 705-1 705-2 689-C 689-1 Rand HM Cherry**

| Building Envelope   |                      |                | 667-1 | 667-2 | 667-3 | 667-4 | 705-1 | 705-2 | 689-C    | 689-1    | Rand    | HM      | Cherry |
|---|----------------------|----------------|-------|-------|-------|-------|-------|-------|----------|----------|---------|---------|--------|
| TASK  | Frequency            | By             |       |       |       |       |       |       |          |          |         |         |        |
| Check cracks, water pooling, leaks, flashing  | Monthly              | Staff/Vendor   | All   |       |       |       |       |       |          |          |         |         |        |
| <b>SLOPED ROOF</b> - Remove moss, clear debris from gutters/downspouts  | Annually             | Staff / Vendor |       | X     |       | X     |       |       | X        |          | X       |         | X      |
| <b>WALLS</b> - Repair mortar joints, Replace Bricks (as needed)   | Annually / As Needed | Staff / Vendor |       |       | X     | X     |       |       |          |          |         |         |        |
| <b>WINDOWS</b> - Wash, re-caulk if needed   | Annually             | Staff / Vendor | All   |       |       |       |       |       |          |          |         |         |        |
| <b>FOUNDATION</b> - Check cracks  | Annually             | Staff          | All   |       |       |       |       |       |          |          |         |         |        |
| <b>Annual Inspections</b>   |                      | Vendor/Staff   | All   |       |       |       |       |       | By State | By State | Federal | Federal |        |
| <b>Building Interior</b>  |                      |                |       |       |       |       |       |       |          |          |         |         |        |
| <b>Carpets Vacuumed</b>   | Weekly               | Staff          |       |       | X     | X     | X     |       |          |          |         | X       |        |
| <b>VINYL FLOORS</b> - Clean   | As Needed            | Staff          | X     |       |       |       |       |       |          |          |         |         |        |
| <b>FLOORS -Wood</b>   | As Needed            |                |       | X     |       |       |       |       |          |          |         |         |        |
| <b>WALLS</b> - Recaulk (kitchen and bath)   | As Needed/Turnover   | Staff / Vendor | X     | X     | X     | X     | X     | X     |          |          | X       | X       | X      |
| <b>FLOORS</b> - Professionally clean common area  | Annually             | Vendor         |       |       | X     | X     |       |       |          |          |         |         |        |
| <b>WALLS</b> - Wash off hand prints and dirt in high  | Weekly               | Staff          | X     | X     | X     | X     | X     |       |          |          |         | X       |        |
| <b>Pest Control</b>   |                      |                |       |       |       |       |       |       |          |          |         |         |        |
| <b>PEST CONTROL</b> - Only when needed  | As Needed            | Vendor         | All   |       |       |       |       |       |          |          |         |         |        |
| <b>Common Kitchen, Laundry</b>  |                      |                |       |       |       |       |       |       |          |          |         |         |        |
| <b>KITCHEN</b> - Clean Range, Microwave, Refrigerator   | Monthly              | Staff          |       | X     | X     | X     | X     |       |          |          |         | X       |        |
| <b>LAUNDRY</b> - Wipe surfaces, empty trash, mop floor, clean behind machines, check lint traps and clean as needed | Weekly               | Staff          |       | X     | X     | X     | X     | X     | X        |          | X       | X       | X      |
| <b>LAUNDRY</b> - Professionally clean dryer vents   | Annually             | Vendor         |       | X     | X     | X     | X     | X     |          |          |         | X       |        |

**Preventive Maintenance Schedule and Checklist**

**LHA NAME: Danvers** **See Preventative Section of Maintenance Policy**

**Buildings & Grounds Preventive Maintenance**

| TASK  | Frequency         | By             |     | 667-1 | 667-2 | 667-3 | 667-4 | 705-1 | 705-2 | 689-C | 689-1 | Rand | HM | Cherry |
|---|-------------------|----------------|-----|-------|-------|-------|-------|-------|-------|-------|-------|------|----|--------|
| <b>Trash</b>  |                   |                |     |       |       |       |       |       |       |       |       |      |    |        |
| Dumpsters   |                   | Vendor         |     | X     | X     | X     | X     | X     |       |       |       |      | X  |        |
| Recycle bins  | As Needed         | Staff          |     | X     | X     | X     | X     | X     |       |       |       |      | X  |        |
| <b>Landscaping</b>  |                   |                |     |       |       |       |       |       |       |       |       |      |    |        |
| Aerate lawn/overseed/top dress with compost   | Annually          | Staff          |     | X     | X     | X     | X     | X     |       |       |       | X    | X  | X      |
| Mulch landscape beds  | Annually          | Staff          |     | X     | x     | X     | X     | X     |       |       |       | X    | X  | X      |
| Shrubs, Trees (remove broken, dead, deformed branches)  | Weekly / Seasonal | Staff          |     | X     | X     | X     | X     | X     | X     | X     | X     | X    | X  | X      |
| Remove weeds (don't let weeds go to seed)   | Daily             | Staff          |     | X     | X     | X     | X     | X     | X     | X     | X     | X    | X  | X      |
| Pest / Disease - Monitor, Integrated Pest Mgmt & Natural Gardening. DON'T use products harmful to environment | Rarely            | Staff          |     | X     | X     | X     | X     |       |       |       |       |      |    |        |
| <b>Grounds</b>  |                   |                |     |       |       |       |       |       |       |       |       |      |    |        |
| Signage - inspect, clean, repair as needed  | Monthly           | Staff          |     | X     | X     | X     | X     | X     | X     |       |       | X    | X  | X      |
| Walks, Paving, Curbs - monitor, clean, repair as needed   | Monthly           | Staff          |     | X     | X     | X     | X     | X     | X     |       |       | X    | X  | X      |
| Parking Lot - Monitor condition, clean and reseal as needed   | Annually          | Staff / Vendor | All |       |       |       |       |       |       |       |       |      |    |        |
| Fence - monitor condition, clean and repaint as needed  | Annually          | Staff          | All |       |       |       |       |       |       |       |       |      |    |        |

**Preventive Maintenance Schedule and Checklist**

**LHA NAME: Danvers**

**See Preventative Section of Maintenance Policy**

**Mechanical, Electrical Systems Preventive Maintenance**

**HVAC (Heating, Ventilation, Air Conditioning)**

| TASK   | Frequency    | By             |       |       |       |       |       |       |       |       |      |    |        |   |   |
|--|--------------|----------------|-------|-------|-------|-------|-------|-------|-------|-------|------|----|--------|---|---|
|  |              |                | 667-1 | 667-2 | 667-3 | 667-4 | 705-1 | 705-2 | 689-C | 689-1 | Rand | HM | Cherry |   |   |
| FURNACE Filter Changing / Cleaning, Service                  | Annually     | Staff / Vendor | X     |       | X     | X     | X     | X     | X     |       |      |    | X      |   | X |
| Central AC Filters, Duct Cleaning - Clean, Replace as needed | Annually     | Staff          |       |       |       |       |       |       |       |       |      |    |        | X |   |
| Generator System   | Annually     | Vendor         |       |       |       | X     |       |       |       |       |      |    |        | X |   |
| <b>Water system</b>  |              |                |       |       |       |       |       |       |       |       |      |    |        |   |   |
| Test / Check Water Temperatures                              | Annual Insp. | Vendor         | X     | X     | X     | X     | X     | X     | X     |       |      |    | X      | X | X |
| <b>Plumbing</b>  |              |                |       |       |       |       |       |       |       |       |      |    |        |   |   |
| Toilets - check for leaks, running water                     | Annually     | Staff          | X     | X     | X     | X     | X     | X     | X     |       |      |    | X      | X | X |
| Faucets and shut-offs - check for leaks, drips               | Annually     | Staff          | X     | X     | X     | X     | X     | X     | X     |       |      |    | X      | X | X |
| Boilers/HW Tanks - Inspect, service                          | Quarterly    | Staff / Vendor | X     | X     | X     |       |       | X     | X     |       |      |    | X      | X |   |
| Pumps - sump pump in basement, confirm operational           | Monthly      | Staff          | X     |       |       |       |       | X     |       |       |      |    | X      |   |   |
| <b>Fire Sprinklers</b>                                       |              |                |       |       |       |       |       |       |       |       |      |    |        |   |   |
| Inspect, Test Backflow                                       | Annually     | Vendor         |       |       |       |       |       |       |       |       | X    | X  |        |   |   |
| <b>Sanitary (all on town water and sewer)</b>                |              |                |       |       |       |       |       |       |       |       |      |    |        |   |   |
| Replace toilet mechanism                                     | As needed    | Staff          | All   |       |       |       |       |       |       |       |      |    |        |   |   |
| <b>Fire Alarms</b>   |              |                |       |       |       |       |       |       |       |       |      |    |        |   |   |
| System (Hardwired) - Clean, Test                             | Annually     | Vendor         | All   |       |       |       |       |       |       |       |      |    |        |   |   |
| Fire Extinguishers - Test, Recharge, Replace (if necessary)  | Annually     | Vendor         |       |       |       |       |       |       |       |       |      |    |        |   |   |

**Preventive Maintenance Schedule and Checklist**

**LHA NAME: Danvers**

**See Preventative Section of Maintenance Policy**

**Mechanical, Electrical Systems Preventive Maintenance**

| TASK   | Frequency | By     |     | 667-1 | 667-2 | 667-3 | 667-4 | 705-1 | 705-2 | 689-C | 689-1 | Rand | HM | Cherry |
|--|-----------|--------|-----|-------|-------|-------|-------|-------|-------|-------|-------|------|----|--------|
| <b>Emergency Lighting</b>                          |           |        |     |       |       |       |       |       |       |       |       |      |    |        |
| Recharge batteries                                 | Annually  | Vendor | All |       |       |       |       |       | X     |       |       |      |    |        |
| Test   | Annually  | Staff  |     | X     | X     | X     | X     | X     | X     | X     | X     | X    | X  | X      |
| <b>ALL Light Fixtures</b>                          |           |        |     |       |       |       |       |       |       |       |       |      |    |        |
| Lighting - clean fixtures, replace lamps as needed | As needed | Staff  |     | X     | X     | X     | X     | X     |       |       |       | X    | X  |        |
| <b>Security systems</b>                            |           |        |     |       |       |       |       |       |       |       |       |      |    |        |
| Test system  | Monthly   | Staff  |     |       | X     | X     | X     |       |       |       |       |      | X  |        |
| <b>Elevator system</b>                             |           |        |     |       |       |       |       |       |       |       |       |      |    |        |
| Test lights  | Monthly   | Vendor |     |       |       | X     |       |       |       |       |       |      |    |        |
| Mechanical - professional service contract         | Monthly   | Vendor |     |       |       | X     |       |       |       |       |       |      |    |        |



**Preventive Maintenance Schedule and Checklist**

| LHA NAME: Danvers  |  | See Preventative Section of Maintenance Policy |          |       |       |       |       |       |       |       |       |      |    |        |
|--|--|--|----------|-------|-------|-------|-------|-------|-------|-------|-------|------|----|--------|
| Dwelling Unit Preventive Maintenance                                   |  |  |          |       |       |       |       |       |       |       |       |      |    |        |
| Heat and smoke detectors   |  |  |          |       |       |       |       |       |       |       |       |      |    |        |
| TASK   | Frequency  | By   |          | 667-1 | 667-2 | 667-3 | 667-4 | 705-1 | 705-2 | 689-C | 689-1 | Rand | HM | Cherry |
| Battery Heat / Smoke Detectors - Test, Change batteries                | Annually   | Vendor   |          |       |       |       |       |       |       |       |       |      |    |        |
| Test hardwired detectors (with System)                                 | Annually   | Vendor   | All      |       |       |       |       |       |       |       |       |      |    |        |
| Floors   |  |  |          |       |       |       |       |       |       |       |       |      |    |        |
| Refinish floors  | At Turnover / or As Needed                           |  |          | X     | X     | X     | X     | X     | X     |       |       | X    | X  | X      |
| Ceilings   |  |  |          |       |       |       |       |       |       |       |       |      |    |        |
| Refinish   | At Turnover / or As Needed                           |  |          | X     | X     | X     | X     | X     | X     |       |       | X    | X  | X      |
| Walls  |  |  |          |       |       |       |       |       |       |       |       |      |    |        |
| Refinish   | At Turnover / or As Needed                           |  |          | X     | X     | X     | X     | X     | X     |       |       | X    | X  | X      |
| Recaulk (kitchen and bath)   | At Turnover / or As Needed                           |  |          |       |       |       |       |       |       |       |       |      |    |        |
| Kitchen fixtures   |  |  |          |       |       |       |       |       |       |       |       |      |    |        |
| KITCHEN - Clean Range, Microwave, Refrigerator                         | Resident   |  |          |       |       |       |       |       |       |       |       |      |    |        |
| UNIT APPLIANCES - clean interior and exterior, vacuum under and behind | Resident   |  |          |       |       |       |       |       |       |       |       |      |    |        |
| HVAC fixtures  |  |  |          |       |       |       |       |       |       |       |       |      |    |        |
| Unit Electrical Baseboard - Vacuum around fins                         | Annually   | Resident                                       |          |       | X     |       |       |       |       |       |       |      |    | X      |
| Unit Forced Hot Air - Vacuum Vents                                     | Annually   | Resident                                       |          |       |       |       |       |       |       |       |       |      |    |        |
| Unit Bathroom Fans - Inspect, Vacuum, Clean covers                     | Annually   | Resident                                       |          |       |       |       |       |       |       |       |       |      |    |        |
| Gas Heating System   | Annually   | Vendor   |          | X     |       | X     | X     | X     | X     | X     | X     |      |    | X      |
| Oil Heating System   | Annually   | Vendor   |          |       |       |       |       |       |       | X     |       | X    |    |        |
| Machine Preventive Maintenance   |  |  |          |       |       |       |       |       |       |       |       |      |    |        |
| Automobiles  |  |  |          |       |       |       |       |       |       |       |       |      |    |        |
| TASK   | Frequency  | By   |          |       |       |       |       |       |       |       |       |      |    |        |
| Lubricate, Change Filters  | Per Manufacturers Recommendations                    | Vendor   | Annually |       |       |       |       |       |       |       |       |      |    |        |
| Change tires   | Rotate Annually                                      | Vendor   |          |       |       |       |       |       |       |       |       |      |    |        |
| Replace brakes, other fixed life parts                                 | Per Manufacturers Recommendations                    | Vendor   |          |       |       |       |       |       |       |       |       |      |    |        |
| Change brushes on sweepers   | Annually   | Vendor   |          |       |       |       |       |       |       |       |       |      |    |        |
| Annual Sticker (Vehicles, Trailers)                                    | Annually (Varies)                                    | Vendor   |          |       |       |       |       |       |       |       |       |      |    |        |
| Small Engines  |  |  |          |       |       |       |       |       |       |       |       |      |    |        |
| ALL WORK by Service Contract   | Per Manufacturers Recommendations                    | Vendor   |          |       |       |       |       |       |       |       |       |      |    |        |
| OIL - Check Level , Change, Replace Filter                             | Per Manufacturers Recommendations                    | Staff  |          |       |       |       |       |       |       |       |       |      |    |        |
| Air Filter - Replace Foam/Paper Air cleaner                            | Per Manufacturers Recommendations (OR Every Season)  | Staff  |          |       |       |       |       |       |       |       |       |      |    |        |
| Replace Spark Plug, In-line Fuel Filter                                | Per Manufacturers Recommendations (OR Every 100 Hrs) | Staff  |          |       |       |       |       |       |       |       |       |      |    |        |
| Prep Work Season Start, Season End)                                    | Bi-Annually  | Staff  | Apr/Oct  |       |       |       |       |       |       |       |       |      |    |        |
| Snow Removal and Sanding Equipment                                     | Annually   |  | Oct      |       |       |       |       |       |       |       |       |      |    |        |
| Lawn Mowers  | Annually   | Staff/Vendor or                                | Apr/Oct  |       |       |       |       |       |       |       |       |      |    |        |

## **DANVERS HOUSING AUTHORITY (DHA) MAINTENANCE POLICY**

***Emergency Maintenance: All emergencies should be responded to immediately and remedied/contained within 24-48 hours.***

Emergencies include but are not limited to the following:

- 1) Fires of any kind – call 911
- 2) Gas leaks or gas odor – call 911
- 3) Flood as a result of sewer backup, burst water lines, stuck valve(s) or elements of nature;
- 4) No heat in the housing unit or the entire building;
- 5) No water (unless planned by the town and you have been notified)
- 6) No electricity in housing unit or entire building;
- 7) Glass breakage or structural conditions where damage will occur to Housing property or result in discomfort to the tenant;
- 8) Roof leaks;
- 9) Inoperable or beeping smoke or CO detectors
- 10) Plugged toilet or sink where there is no other available or the water is overflowing;
- 11) Lock outs. Tenants are charged a fee of \$10 for all lockouts; and
- 12) Situations that may lead to a threat to persons or property. For example, a hallway light is out and it is the primary light in a common hallway; icy walkways; broken locks.

### **After Hour Emergency maintenance procedures:**

The following procedures should be used by the on call maintenance staff. Please note that all emergencies may not fit into the above definitions. Maintenance staff should use their best judgment when faced with such a decision. When in doubt as to whether or not to respond to a request by a tenant after hours; **err on the side of caution and go out on the call.**

When talking with the answering service after hours or on weekends, please obtain the phone number of the tenant reporting the problem. You should be able to call the tenant and discuss the emergency before being dispatched to the unit or building. If case of fire, medical emergency or violent situation, call 911.

### ***Preventative and Scheduled Maintenance:***

Work Orders generated by preventative and scheduled maintenance are considered routine unless they are health and safety issues. Routine work orders should be completed within 5 business days. Those work orders that cannot be completed within 5 days should be moved to the maintenance work plan. Health and safety issues should be resolved within 24-48 hours.

A. Preventative work orders are generated:

1. Inspection of Common Areas by DHA Staff
2. Annual Maintenance Planning Meeting with the Tenants and the Executive Director

3. Annual Inspection of Housing Units and Common Areas by Housing Authority Staff and/or Outside Contractor
4. Seasonal equipment maintenance as per the operating manuals and as needed.
5. Regulations or DHCD/HUD Directives

B. Scheduled work orders include the annual inspection of all smoke, heat, CO, boilers, sprinklers, fire extinguisher, fire alarms and emergency pull stations and lights, and are conducted by outside vendors with maintenance staff assistance.

## Types of Preventative and Scheduled Maintenance

### 1. GENERAL OPERATING

#### a) Safety Systems:

1. Family Security inspects all co/smokes at and fire alarm systems at all properties in April and May, replacing batteries and replaces any co/smoke more than 10 years old.
2. Tapley elevator is maintained monthly by NH Elevator and tested annually by the State as scheduled by them.
3. Sprinkler system is inspected and services by Metro Swift in April.

#### b) Clean up and General Appearance:

1. Common areas cleaned once a week where applicable.
2. Common areas vacuumed once a week at Tapley Manor and Maple Charter.  
Floors and hallways cleaned monthly. Common area bathrooms weekly.
2. Outside grounds picked up as needed.
3. Lawn care / mowing and landscaping as needed.

#### c) Heating System:

1. ODS
2. Checked by maintenance staff spring and fall and on call.
3. Serviced by outside contractor - oil cleaned annually at Rand Circle, inspections as per local and state law.

#### d) Emergency Lighting:

1. Exterior – ODS and Checked Annually by Family Security in April/May  
Maintenance Staff
2. Interior – ODS and Checked Annually by Family Security in April / May

#### e) Exhaust Fans:

1. ODS
2. Checked via Annual Inspections

#### (f) Lighting in Units:

1. ODS
2. Checked via Annual Inspections

#### (g) Fire Extinguishers:

1. Checked Annually in October.

#### (h) Interior Painting:

1. Common Areas – As needed – DHA Maintenance Staff
2. Individual Units:

- a) New Tenant Move In by DHA Maintenance Staff
- b) As arranged by tenant living in the unit more than 10 years. Paint Supplied by DHA.

- (h) Exterior Painting – As identified in Capital Planning – Outside Contractor for large projects.
- (i) Dryer Vents and AC filters – cleaned annually in April
- (j) Seasonal snow removal as needed – DHA Maintenance Staff
- (k) Equipment will be maintained as per the instruction manuals – snow removal equipment is prepped in October and lawn equipment is prepped in March.

### 3. UNIT TURNOVER:

- (a) Work orders are generated via the move out inspection.
- (b) All vacant units will be patched and painted and thoroughly cleaned.
- (a) Carpets or floors will be cleaned and/or replaced if needed.
- (b) All appliances will be in good working order and free from defect
- (c) Small renovations will be implemented when needed by in-house staff.
- (d) All vacant units will be turned over within 14 days to be re-leased within 30 days.

### 4. DEFERRED MAINTENANCE:

Any small renovations or work orders that cannot be completed within 5 working days will be placed on the annual maintenance plan. These items, include but are not limited to new floors (in house) replacement of items that have to be ordered.

### 5. CAPITAL PLANNING-CPS, RESERVES AND CAPITAL FUND:

Major renovations are planned and executed using the DHCD CPS/CIMMS, HUD's CFP Funds and via operating reserves during the budget cycle. Small renovations are implemented by in-house staff when feasible. Larger renovations are implemented by outside contractors following the procedures of the DHA Procurement Policy and HUD and DHCD regulations.

### ***Maintenance Safe Practices:***

**Lifting can be a common cause of back injuries.** Lifting should be done by bending the knees and not twisting or turning the back. Lift belts should be worn when moving heavy equipment or furniture. Slide materials to the back of a truck before attempting to lift them. Items should not be lifted over truck walls or tailgates. Lifting of appliances or anything over 50Lbs should be done in pairs using moving equipment.

**Avoiding slips and falls.** Maintenance Staff should wear rubber soled shoes that have good traction. Look for obstructions, boxes, furniture, etc. that may be in the way before starting to

work. Never leave cleaning tools, supplies or trash bags in walkways. Spills should be cleaned up immediately. Place hazard signs out in areas before cleaning floors or stairs with chemicals or damp mops. The edges of floor mats should lie flat on the floor.

**Safety on stairs.** When using stairs always use the hand rails. Maintenance staff should not carry anything on stairs unless they can see over the object they are carrying. Avoid running up or down the stairs. Broken hand rails should be reported to the foreman.

**Safety on Ladders:** Ladders are tools. Many of the basic safety rules that apply to most tools also apply to the safe use of a ladder:

- 1 If you feel tired or dizzy, or are prone to losing your balance, stay off the ladder.
- 2 Read the safety information labels on the ladder
- 3 Do not use ladders in high winds or storms.
- 4 Wear clean slip-resistant shoes.
- 5 Before using a ladder, inspect it to confirm it is in good working condition.
- 6 Ladders with loose or missing parts must be rejected.
- 7 When the ladder is set-up for use, it must be placed on firm level ground and without any type of slippery condition present at either the base or top support points.
- 8 Only one person at a time is permitted on a ladder.
- 9 Ladders must not be placed in front of closed doors that can open toward the ladder. The door must be blocked open, locked, or guarded.

### **Safety when Painting**

1. Ventilate the area that you're painting. Open all doors and windows in the room, and use fans to keep the air flowing.
2. If the area being painted can't be properly ventilated for some reason, wear a respirator while painting and only work for short periods of time.
3. If you're going to be sanding, wear safety goggles and a dust mask. If possible, use a power sander with a bag for collecting dust.
4. If you're using stripper, cleaners, or any other chemical solutions, wear safety goggles, a respirator, and gloves.
5. Use canvas drop cloths to protect floors.
6. Paint is extremely flammable. Keep it away from any heat sources, such as water heaters or fireplaces, and never smoke while painting!
7. If you're painting or working near any electrical outlets, cover them with painter's tape and turn off the power to the room before you begin.
8. Make sure your ladder is on an even surface and that the cross braces are locked. Never stand on the top rung or the utility shelf of a ladder. If you're having trouble reaching a spot, climb down and move the ladder instead of leaning out.
9. Clean up thoroughly at the end of each day.

### **Safety with Cleaners**

1. Follow all cleaning product label instructions and OSHA Guidelines.
2. Cleaning supplies can create nasty fumes, so make sure you get some fresh air by opening windows, turning on the exhaust fan, or placing a fan in the room.
3. Wear rubber gloves to keep your hands from getting dry and cracked from the hot water and chemicals.

### **Safety with Power Equipment – Snow, Landscaping, Tools.**

1. **Start gas-powered equipment outside – not in an enclosed garage.** – it might be tempting to turn it on and test it out in your warm garage, but you can just as easily become a victim of carbon-monoxide poisoning. Wait until you're safely outside to give it a whirl.
2. **Wear safety glasses to prevent debris from flying in your eyes.** Snow blowers, Lawn Mowers and power tools may kick up materials, small rocks, twigs, dirt, etc. These objects will literally be blowing into the air and potentially towards your eyes. Safety glasses keep debris out of your eyes.
4. **Snow blowers, lawn mowers and power tools are loud pieces of machinery, so protect your hearing, too.** In addition to wearing safety glasses, protect your ears from their loud sound by wearing hearing protection.

## Maintenance (deferred) Plan FY22-2023

|                 |  |
|-----------------|--|
| Perry Terrace   | Maintenance paving   |
| Hawks           | Paving parking lot; handicap apartment conversion and community room upgrade 071070. |
| Tapley          | Continue floor replacement in apartments   |
| Maple/Charter   | Maintenance Paving<br>Replace and upgrade insulation.                                |
| Scattered sites | Install new stove exhaust fans<br>Maintenance Paving                                 |
| Port School     | Replace Front Door   |
| 110 Collins St  | Deck/handicapped ramp repair   |
| 67 Poplar       | Kitchen floor repair/replace<br>Outside stair repair and painting                    |

### Operating Budget

The tables on the following pages show the approved budget and actual income and spending per budget account (row) for the fiscal year ending 06/30/2021. It also shows the approved budget for the current year (2022) if there is one, and the percent change from last year's spending to this year's approved budget. The final column shows the current approved amount for each account divided by the number of housing units and by 12 months to show the amount per unit per month (PUM). The chart does not show a draft budget for the coming fiscal year as that will typically be developed in the final month of the fiscal year.

The budget format and accounts are mandated by the Department of Housing and Community Development (DHCD). For a better understanding of the accounts and discussion of special situations see the notes following the budget tables and the "Definitions of Accounts" at the end of this section.

The LHA maintains a consolidated budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by the LHA. It does not maintain separate budgets for each development.

### **Operating Reserve**

The LHA's operating reserve is the amount of funds that an LHA sets aside to sustain itself during lean years, or to remedy urgent health and safety concern or address deferred maintenance items. In addition, while DHCD approves a fixed non-utility operating budget level for every LHA (called the Allowable Non-Utility Expense Level, or ANUEL), LHAs can propose a budget that exceeds that level, with the additional cost to be funded from the Operating Reserve, as long as the reserve will still remain above the minimum threshold set by DHCD.

DHCD defines a full (100%) Operating Reserve (OR) amount to be equal to one-half of the previous year's operating expenses and requires LHAs to maintain a minimum OR of 35% of this amount to cover any unplanned but urgent needs that may arise during the year and that can't be funded by the operating budget. If the reserve is between 20% and 35% of the full level, the LHA must obtain prior written approval from DHCD to spend reserve funds, unless the expense is to resolve a health and safety issue. If the reserve is below the 20% level, the LHA can only spend OR funds on health and safety issues. In both cases, the LHA should address the health and safety issue immediately but must retroactively inform DHCD and obtain its approval.

The Danvers Housing Authority operating reserve at the end of fiscal year 2021 was \$801,993.00, which is 140.2% of the full reserve amount defined above.



| Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Danvers Housing Authority. |  |                              |                              |                              |  |  |
|---|--|------------------------------|------------------------------|------------------------------|--|--|
| <b>REVENUE</b>  |  |                              |                              |                              |  |  |
| Account Number  | Account Class                              | 2021 Approved Revenue Budget | 2021 Actual Amounts Received | 2022 Approved Revenue Budget | % Change from 2021 Actual to 2022 Budget | 2022 Dollars Budgeted per Unit per Month |
| 3110  | Shelter Rent - Tenants                     | \$1,080,894.00               | \$1,097,839.00               | \$1,128,089.00               | 2.8%                                     | \$519.38                                 |
| 3111  | Shelter Rent - Tenants - Fraud/Retroactive | \$0.00                       | \$0.00                       | \$0.00                       | 0%                                       | \$0.00                                   |
| 3115  | Shelter Rent - Federal Section 8           | \$0.00                       | \$0.00                       | \$0.00                       | 0%                                       | \$0.00                                   |
| 3190  | Nondwelling Rentals                        | \$0.00                       | \$0.00                       | \$0.00                       | 0%                                       | \$0.00                                   |
| 3400  | Administrative Fee - MRVP                  | \$0.00                       | \$0.00                       | \$0.00                       | 0%                                       | \$0.00                                   |
| 3610  | Interest on Investments - Unrestricted     | \$4,956.00                   | \$3,231.00                   | \$771.00                     | -76.1%                                   | \$0.35                                   |
| 3611  | Interest on Investments - Restricted       | \$0.00                       | \$0.00                       | \$0.00                       | 0%                                       | \$0.00                                   |
| 3690  | Other Revenue                              | \$13,000.00                  | \$8,129.00                   | \$9,700.00                   | 19.3%                                    | \$4.47                                   |
| 3691  | Other Revenue - Retained                   | \$0.00                       | \$2,688.00                   | \$0.00                       | -100%                                    | \$0.00                                   |
| 3692  | Other Revenue - Operating Reserves         | \$56,347.00                  | \$0.00                       | \$188,961.00                 | 100%                                     | \$87.00                                  |
| 3693  | Other Revenue - Energy Net Meter           | \$0.00                       | \$0.00                       | \$0.00                       | 0%                                       | \$0.00                                   |
| 3801  | Operating Subsidy - DHCD (4001)            | \$58,718.00                  | \$58,718.00                  | \$7,090.00                   | -87.9%                                   | \$3.26                                   |
| 3802  | Operating Subsidy - MRVP Landlords         | \$0.00                       | \$0.00                       | \$0.00                       | 0%                                       | \$0.00                                   |
| 3803  | Restricted Grants Received                 | \$0.00                       | \$0.00                       | \$0.00                       | 0%                                       | \$0.00                                   |
| 3920  | Gain/Loss From Sale/Disp. of Prop.         | \$0.00                       | \$0.00                       | \$0.00                       | 0%                                       | \$0.00                                   |
| 3000  | TOTAL REVENUE                              | \$1,213,915.00               | \$1,170,605.00               | \$1,334,611.00               | 14%                                      | \$614.46                                 |

| Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Danvers Housing Authority. |   |                              |                           |                              |   |  |
|---|---|------------------------------|---------------------------|------------------------------|---|--|
| <b>EXPENSES</b>   |   |                              |                           |                              |   |  |
| Account Number  | Account Class                               | 2021 Approved Expense Budget | 2021 Actual Amounts Spent | 2022 Approved Expense Budget | % Change from 2021 Actual to 2022 Budget. | 2022 Dollars Budgeted per Unit per Month |
| 4110  | Administrative Salaries                     | \$160,509.00                 | \$160,509.00              | \$165,193.00                 | 2.9%                                      | \$76.06                                  |
| 4120  | Compensated Absences                        | \$0.00                       | \$3,563.00                | \$0.00                       | -100%                                     | \$0.00                                   |
| 4130  | Legal                                       | \$1,500.00                   | \$45.00                   | \$10,500.00                  | 23233.3%                                  | \$4.83                                   |
| 4140  | Members Compensation                        | \$0.00                       | \$0.00                    | \$0.00                       | 0%  | \$0.00                                   |
| 4150  | Travel & Related Expenses                   | \$1,323.00                   | \$78.00                   | \$1,323.00                   | 1596.2%                                   | \$0.61                                   |
| 4170  | Accounting Services                         | \$9,942.00                   | \$9,943.00                | \$10,231.00                  | 2.9%                                      | \$4.71                                   |
| 4171  | Audit Costs                                 | \$8,150.00                   | \$8,842.00                | \$9,100.00                   | 2.9%                                      | \$4.19                                   |
| 4180  | Penalties & Interest                        | \$0.00                       | \$0.00                    | \$0.00                       | 0%  | \$0.00                                   |
| 4190  | Administrative Other                        | \$72,692.00                  | \$54,051.00               | \$65,357.00                  | 20.9%                                     | \$30.09                                  |
| 4191  | Tenant Organization                         | \$0.00                       | \$0.00                    | \$0.00                       | 0%  | \$0.00                                   |
| 4100  | TOTAL ADMINISTRATION                        | \$254,116.00                 | \$237,031.00              | \$261,704.00                 | 10.4%                                     | \$120.49                                 |
| 4310  | Water                                       | \$77,468.00                  | \$84,557.00               | \$88,785.00                  | 5%  | \$40.88                                  |
| 4320  | Electricity                                 | \$100,479.00                 | \$115,463.00              | \$121,236.00                 | 5%  | \$55.82                                  |
| 4330  | Gas   | \$68,511.00                  | \$62,995.00               | \$70,680.00                  | 12.2%                                     | \$32.54                                  |
| 4340  | Fuel  | \$0.00                       | \$0.00                    | \$0.00                       | 0%  | \$0.00                                   |
| 4360  | Net Meter Utility Debit/Energy Conservation | \$0.00                       | \$0.00                    | \$0.00                       | 0%  | \$0.00                                   |
| 4390  | Other                                       | \$0.00                       | \$0.00                    | \$0.00                       | 0%  | \$0.00                                   |
| 4391  | Solar Operator Costs                        | \$0.00                       | \$0.00                    | \$0.00                       | 0%  | \$0.00                                   |
| 4392  | Net Meter Utility Credit (Negative Amount)  | \$0.00                       | \$0.00                    | \$0.00                       | 0%  | \$0.00                                   |
| 4300  | TOTAL UTILITIES                             | \$246,458.00                 | \$263,015.00              | \$280,701.00                 | 6.7%                                      | \$129.24                                 |

| Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Danvers Housing Authority. |                                       |                              |                           |                              |  |  |
|---|---------------------------------------|------------------------------|---------------------------|------------------------------|--|--|
| <b>EXPENSES</b>   |                                       |                              |                           |                              |  |  |
| Account Number  | Account Class                         | 2021 Approved Expense Budget | 2021 Actual Amounts Spent | 2022 Approved Expense Budget | % Change from 2021 Actual to 2022 Budget | 2022 Dollars Budgeted per Unit per Month |
| 4410  | Maintenance Labor                     | \$213,054.00                 | \$207,759.00              | \$215,569.00                 | 3.8%                                     | \$99.25                                  |
| 4420  | Materials & Supplies                  | \$60,000.00                  | \$59,195.00               | \$62,500.00                  | 5.6%                                     | \$28.78                                  |
| 4430  | Contract Costs                        | \$56,259.00                  | \$52,695.00               | \$58,423.00                  | 10.9%                                    | \$26.90                                  |
| 4400  | TOTAL MAINTENANCE                     | \$329,313.00                 | \$319,649.00              | \$336,492.00                 | 5.3%                                     | \$154.92                                 |
| 4510  | Insurance                             | \$43,985.00                  | \$41,844.00               | \$43,335.00                  | 3.6%                                     | \$19.95                                  |
| 4520  | Payment in Lieu of Taxes              | \$4,280.00                   | \$4,280.00                | \$4,280.00                   | 0%                                       | \$1.97                                   |
| 4540  | Employee Benefits                     | \$166,783.00                 | \$168,280.00              | \$260,988.00                 | 55.1%                                    | \$120.16                                 |
| 4541  | Employee Benefits - GASB 45           | \$0.00                       | \$32,152.00               | \$0.00                       | -100%                                    | \$0.00                                   |
| 4542  | Pension Expense - GASB 68             | \$0.00                       | \$0.00                    | \$0.00                       | 0%                                       | \$0.00                                   |
| 4570  | Collection Loss                       | \$0.00                       | \$1,102.00                | \$0.00                       | -100%                                    | \$0.00                                   |
| 4571  | Collection Loss - Fraud/Retroactive   | \$0.00                       | \$0.00                    | \$0.00                       | 0%                                       | \$0.00                                   |
| 4580  | Interest Expense                      | \$0.00                       | \$0.00                    | \$0.00                       | 0%                                       | \$0.00                                   |
| 4590  | Other General Expense                 | \$0.00                       | \$0.00                    | \$0.00                       | 0%                                       | \$0.00                                   |
| 4500  | TOTAL GENERAL EXPENSES                | \$215,048.00                 | \$247,658.00              | \$308,603.00                 | 24.6%                                    | \$142.08                                 |
| 4610  | Extraordinary Maintenance             | \$81,454.00                  | \$101,370.00              | \$77,990.00                  | -23.1%                                   | \$35.91                                  |
| 4611  | Equipment Purchases - Non Capitalized | \$16,000.00                  | \$7,439.00                | \$15,582.00                  | 109.5%                                   | \$7.17                                   |
| 4612  | Restricted Reserve Expenditures       | \$0.00                       | \$0.00                    | \$0.00                       | 0%                                       | \$0.00                                   |
| 4715  | Housing Assistance Payments           | \$0.00                       | \$0.00                    | \$0.00                       | 0%                                       | \$0.00                                   |
| 4801  | Depreciation Expense                  | \$0.00                       | \$138,825.00              | \$0.00                       | -100%                                    | \$0.00                                   |
| 4600  | TOTAL OTHER EXPENSES                  | \$97,454.00                  | \$247,634.00              | \$93,572.00                  | -62.2%                                   | \$43.08                                  |
| 4000  | TOTAL EXPENSES                        | \$1,142,389.00               | \$1,314,987.00            | \$1,281,072.00               | -2.6%                                    | \$589.81                                 |

| Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Danvers Housing Authority. |                                       |                      |                     |                      |  |  |
|---|---------------------------------------|----------------------|---------------------|----------------------|--|--|
| <b>SUMMARY</b>  |                                       |                      |                     |                      |  |  |
| Account Number  | Account Class                         | 2021 Approved Budget | 2021 Actual Amounts | 2022 Approved Budget | % Change from 2021 Actual to 2022 Budget | 2022 Dollars Budgeted per Unit per Month |
| 3000  | TOTAL REVENUE                         | \$1,213,915.00       | \$1,170,605.00      | \$1,334,611.00       | 14%                                      | \$614.46                                 |
| 4000  | TOTAL EXPENSES                        | \$1,142,389.00       | \$1,314,987.00      | \$1,281,072.00       | -2.6%                                    | \$589.81                                 |
| 2700  | NET INCOME (DEFICIT)                  | \$71,526.00          | \$-144,382.00       | \$53,539.00          | -137.1%                                  | \$24.65                                  |
| 7520  | Replacements of Equip. - Capitalized  | \$0.00               | \$0.00              | \$0.00               | 0%                                       | \$0.00                                   |
| 7540  | Betterments & Additions - Capitalized | \$0.00               | \$0.00              | \$0.00               | 0%                                       | \$0.00                                   |
| 7500  | TOTAL NONOPERATING EXPENDITURES       | \$0.00               | \$0.00              | \$0.00               | 0%                                       | \$0.00                                   |
| 7600  | EXCESS REVENUE OVER EXPENSES          | \$71,526.00          | \$-144,382.00       | \$53,539.00          | -137.1%                                  | \$24.65                                  |

## Explanation of Budget Accounts

The following explains how each of the line items is to be prepared.

3110: Shelter Rent: The shelter rent projection should be based on the current rent roll plus anticipated changes expected from annual rent re-determinations or as a result of regulatory amendments.

3111: Shelter Rent – Tenants - Fraud/Retroactive: This account should be used for the reporting of total rent receipts from residents due to unreported income. These are often called fraud or retroactive balances. In cases where deficit LHAs discover, pursue cases, and have entered into a written fraud/retroactive re-payment agreement **with a present or former tenant who did not report income**, the LHA will be allowed to retain two-thirds of the funds recovered. One third of the total dollar amount recovered should be included in the LHA's quarterly or year-end Operating Statement as Shelter Rent, account #3111, and two-thirds of this total dollar amount should be included in Other Revenue-Retained, account #3691.

3115: Shelter Rent - Section 8: This account applies only to those developments receiving support through the federal government's Housing and Urban Development (HUD) Section 8 New Construction and/or Substantial Rehab Programs.

3190: Non-Dwelling Rental: This account should be credited with the rents, other than tenants rents reported in line 3110 and 3115, including charges for utilities and equipment, billed to lessees of non-dwelling facilities as well as apartments rented for non-dwelling purposes, such as social service programs.

3400: Administrative Fee- MRVP/AHVP: This account should be credited with Administrative Fees to be received for the MRVP/AHVP Program. The MRVP/AHVP administrative fee is \$50.00 per unit per month, as of July 1, 2020.

3610: Interest on Investments – Unrestricted: This account should be credited with interest earned on unrestricted administrative fund investments.

3611: Interest on Investments – Restricted: This account should be credited with interest earned on restricted administrative fund investments. For example, an LHA may receive a grant whose use is restricted to a specific purpose, and the interest income earned on that grant may also be restricted to the same purpose.

3690: Other Operating Revenues: This account should be credited with income from the operation of the project that cannot be otherwise classified. Income credits to this account include, but are not limited to, penalties for delinquent payments, rental of equipment, charges for use of community space, charges to other projects or programs for the use of central office management and maintenance space, commissions and profits from vending machines, including washing machines, and certain charges to residents for additional services, materials, and/or repairs of damage caused by neglect or abuse in accordance with the Department's regulations on lease provisions..

3691: Other Revenue – Retained: This account should be credited with certain miscellaneous revenue to be retained by the LHA, and which is not used to reduce the amount of operating subsidy the LHA is due. The most common examples for this account is receipts for the rental of roof antennas to cell phone providers and net meter credits earned on electricity bills from Net Meter Power Purchase Agreements (PPA's). Generally, surplus LHAs may retain 100% of these savings and deficit LHAs may retain 25% of the savings, with

the 75% balance used to offset its need for operating subsidy. However, for the period 7/1/16 through 6/30/20, all deficit LHAs may keep 100% of the net meter credit savings, while they can keep 50% effective 7/1/2020.

3692: Other Revenue - Operating Reserves: This account should be credited with funds that LHAs plan to utilize from their operating reserve accounts in excess of the Allowable Non-Utility Expense Level (ANUEL). To be approvable, LHA must maintain the DHCD prescribed operating reserve minimum level after deducting the amount budgeted. The only exception to this is when the expenses are for health and safety issues.

3693: Other Revenue – Net Meter: This account should normally be credited with 75% of the total net meter credit savings realized by a deficit LHA, while surplus LHAs with net meter credit savings would enter \$0 here. Savings are calculated as the value of the net meter credits appearing on the LHA’s electric bills (or, in some cases, paid in cash to the LHA by their utility company), minus the cost of the payments made to the solar power developer under their Power Purchase Agreement (PPA). Deficit LHAs normally may retain 25% of the savings. That amount should be included as Other Revenue – Retained on line #3691. However, please note that for the period 7/1/16 through 6/30/20 all LHAs may retain 100% of their total net meter credit savings, and should report those savings as Other Revenue – Retained on line #3691. LHAs can keep 50% of savings effective 7/1/2020.

3801: Operating Subsidy – DHCD (400-1): This account represents all state-funded operating subsidy to be received and or to be earned for the fiscal year. At the end of each fiscal year, this account will be adjusted in the operating statement to equal the actual subsidy earned by the LHA.

3802: Operating Subsidy – MRVP/AHVP Landlords:

The credit balance in this account represents the anticipated total receipts from DHCD during the fiscal year for housing assistance payments to landlords. At the end of each fiscal year this account will be adjusted to equal the actual subsidy earned.

3920: Gain/Loss from Sale or Disposition of Property (Capitalized or Non-Capitalized): The debit or credit balance of this account represents the following items: a) Cash proceeds from the sale of property that was either: 1) non-capitalized; or 2) capitalized and has been fully depreciated, and b) Realized gain or loss from the sale or disposition of capitalized property that has not been fully depreciated.

4110: Administrative Salaries: This account should be charged with the gross salaries of LHA personnel engaged in administrative duties and in the supervision, planning, and direction of maintenance activities and operating services during the operations period. It should include the salaries of the executive director, assistant executive director, accountants, accounting clerks, clerks, secretaries, project managers, management aides, purchasing agents, engineers, draftsmen, maintenance superintendents, and all other employees assigned to administrative duties.

4120: Compensated Absences: The debit balance in this account represents the actual cost incurred during the fiscal year for vacation, paid holidays, vested sick leave and earned compensatory time. This account includes both the direct compensated absences cost and associated employer payroll expenses (employment taxes, pension cost, etc.).

4130: Legal Expense: This account should be charged with retainers and fees paid to attorneys for legal services relating to the operation of the projects.

4140: Compensation to Authority Members: A local authority may compensate its members for performance of their duties and such other services as they may render to the authority in connection with its Chapter 200 development(s). Compensation for any other program is not authorized. Because of this, LHAs must base such compensation only on the actual rent receipts for these developments plus a prorated share of other operating receipts of funds on a per unit basis. The precise amount that members may be compensated is defined by statute to a maximum of \$40 per member per day, and \$50 for the chairperson per day. The total of all compensation to all board members is not to exceed two percent (2%) of actual gross income of Chapter 200 developments in any given year, consistent with the approved budget amount. In no case shall the payment of compensation exceed \$12,500 annually for the chairperson, or \$10,000 for any member other than the chairperson. Please note the statute requires the member to perform housing authority business in order to receive compensation.

4150: Travel and Related Expense: Legitimate travel expenses incurred by board members and staff in the discharge of their duties for any **state-aided program** are reimbursable from this account, as consistent with Department policy.

4170: Contractual Accounting Services: Fees for accounting services that are provided routinely and are contracted for on an annual basis. Only accounting services performed on a contractual basis (fee accountant) should be included in this item. Full or part-time LHA accounting staff that provides routine accounting services should be included in Account 4110, Administrative Salaries.

4171: Audit Costs: This account includes the state program's prorated share of audit fees paid to an Independent Public Accountant (IPA). The procurement of an IPA is necessary to satisfy the Federal Government's audit requirements. Costs for these services should be shared with all state and federal programs of LHA. **Audit costs are to be absorbed within the ANUEL.** The new Agreed Upon procedures (AUP) audit costs for state-assisted public housing programs should also be included in this account.

4180: Penalties and Interest: Any expenses incurred from penalties, fees, and interest paid on delinquent accounts shall be included in this line item.

4190: Administrative Other: This account is provided for recording the cost of administrative items for which no specific amount is prescribed in this 4100 group of accounts. It includes, but is not limited to, the cost of such items as: reports and accounting forms; stationery and other office supplies; postage; telephone services; messenger service; rental of office space; advertising for bids; publications; membership dues; collection agency & court costs, training costs; management fees, and fiscal agent fees.

4191: Tenant Organization: LTO Funding by the LHA. Upon request the LHA shall fund all LTOs in a city or town at the annual rate of \$6.00 per state-aided public housing unit occupied or available for occupancy by residents represented by such LTO(s) or an annual total of \$500.00 prorated among all such LTO(s), whichever is more. For more information on the creation and funding of LTOs see 760 CMR 6.09.

Authorities which operate computer learning centers, which are funded by the state consolidated budget or by other sources (which are typically recorded in line #3691 as "Other Revenue Retained", should budget the cost of the centers on this line.

4310: Water: This account should be charged with the cost of water and sewer charges purchased for all purposes.

4320: Electricity: This account should be charged with the total cost of electricity purchased for all purposes. Many LHAs have entered into Net Meter Credit Power Purchase Agreements (PPA's). In these deals, an LHA executes a contract with a solar power developer who constructs and owns an off-site solar electricity-generating site. In exchange for contracting to purchase a percentage of the solar power produced, the LHA receives a credit on its utility electric bill for each KWH purchased or in some cases receives a direct cash payment from their utility company. Please ensure that the amount charged to this account is the total cost of electricity BEFORE any reductions due to the receipt of net meter credits.

4330: Gas: This account should be charged with the cost of gas (natural, artificial, or liquefied) purchased for all purposes.

4340: Fuel: This account should be charged with the cost of coal, fuel oil, steam purchased, and any other fuels (except electricity and gas) used in connection with Local Housing Authority operation of plants for the heating of space or water supplied to tenants as a part of rent.

4360: Net Meter Utility Debit/Energy Conservation: This account is to be charged with costs incurred for energy conservation measures.

4390: Other Utilities: This account should be charged with the cost of utilities which are not provided for in accounts 4310 through 4360. In addition, for all quarterly or year-end operating statements 9/30/20 or later, and all budgets 6/30/21 or later, please use this line to record the total net meter credits earned as reported in Line 4392, MINUS the Solar Operator Costs reported in Line 4391, with the result expressed as a positive number. For example, if you reported -\$20,000 in Net Meter Utility Credits in Line 4392 and \$15,000 in Solar Operator Costs in Line 4391, you would subtract the \$15,000 reported on Line 4391 from the -\$20,000 reported on Line 4392, and post the remainder of \$5,000 on Line 4360, as a positive number. This number essentially represents the "net" savings the LHA earned from its net meter credit contract.

4391: Solar Operator Costs: Many LHAs have entered into Net Meter Credit Power Purchase Agreements (PPA's). In these deals, an LHA executes a contract with a solar power developer who constructs and owns an off-site solar electricity-generating site. The LHA makes regular (usually monthly) payments to the developer for its contracted share of the solar electricity produced by the site. Those payments should be entered in this account.

4392: Net Meter Utility Credit (Negative Amount): As noted in account #4391 above, many LHAs have executed Net Meter Credit Power Purchase Agreements (PPA's). In exchange for contracting to purchase a percentage of the solar power produced, the LHA receives a credit on its utility electric bill for each KWH purchased from the developer, which reduces the balance on its electric bill, or, in some cases, the credits are paid in cash to the LHA by the utility company. The total gross amount of the net meter credits that appear on the LHA's utility bills should be carried in this account and entered as a negative number. In cases where credits are paid in cash to the Host LHA, the net balance after paying out the amounts due the participating housing authorities, should also be carried in this account and entered as a negative number.

4410: Maintenance Labor: This account should be charged with the gross salaries and wages, or applicable portions thereof, for LHA personnel engaged in the routine maintenance of the project.



4420: Materials & Supplies: This account should be charged with the cost of materials, supplies, and expendable equipment used in connection with the routine maintenance of the project. This includes the operation and maintenance of automotive and other movable equipment, and the cost of materials, supplies, and expendable equipment used in connection with operating services such as janitorial services, elevator services, extermination of rodents and household pests, and rubbish and garbage collection.

4430: Contract Costs: This account should be charged with contract costs (i.e. the cost of services for labor, materials, and supplies furnished by a firm or by persons other than Local Authority employees) incurred in connection with the routine maintenance of the project, including the maintenance of automotive and other movable equipment. This account should also be charged with contract costs incurred in connection with such operating services as janitorial services, fire alarm and elevator service, extermination of rodents and household pests, rubbish and garbage collection, snow removal, landscape services, oil burner maintenance, etc.

4510: Insurance: Includes the total amount of premiums charged all forms of insurance. Fire and extended coverage, crime, and general liability are handled by DHCD on a statewide basis. All other necessary insurance policies include: Workers' Compensation, boiler, vehicle liability and owner, etc.

4520: Payments in Lieu of Taxes:

This account should be charged with all payments in lieu of taxes accruing to a municipality or other local taxing body.

4540: Employee Benefits: This account should be charged with local housing authority contributions to employee benefit plans such as pension, retirement, and health and welfare plans. It should also be charged with administrative expenses paid to the State or other public agencies in connection with a retirement plan, if such payment is required by State Law, and with Trustee's fees paid in connection with a private retirement plan, if such payment is required under the retirement plan contract.

Employee benefits are based upon a given percentage of the total payroll; therefore, the total amount approved in this account will be based on the approved budgeted salaries representing the state's fair share.

4541: Employee Benefits - GASB 45: This line covers "Other Post-Employment Benefits" (OPEB). Of the total benefits offered by employers to attract and retain qualified employees, some benefits, including salaries and active-employee healthcare are taken while the employees are in active service, whereas other benefits, including post-employment healthcare and other OPEB are taken after the employees' services have ended. Nevertheless, both types of benefits constitute compensation for employee services. In accordance with required accounting practices, this amount is not projected in the budget (and is therefore blank) but the estimated future costs of this item is carried in the operating statement.

4542: Pension Expense – GASB 68: The primary objective of GASB 68 Statement is to improve accounting and financial reporting for pension costs. It also improves information provided by state and local governmental employers about financial support for pensions that is provided by other entities. As with account 4541 above, in accordance with required accounting practices, this amount is not projected in the budget (and is therefore blank) but the estimated future costs of this item is carried in the operating statement.

4570: Collection Loss: The balance in this account represents the estimated expense to cover unexpected losses for tenant rents. Note: Do not include losses from fraud/retroactive balances here. Report them in Account 4571 – Collection Loss – Fraud/Retroactive.

4571: Collection Loss – Fraud/Retroactive: The balance in this account represents the estimated expense to cover unexpected losses for tenant rents due to unreported income, i.e. fraud/retroactive balances.

4580: Interest Expense: The debit balance in this account represents the interest expense paid and accrued on loans and notes payable. This debt can be from operating borrowings or capital borrowings.

4590: Other General Expense: This account represents the cost of all items of general expenses for which no specific account is prescribed in the general group of accounts.

4610: Extraordinary Maintenance – Non-Capitalized: This account should be debited with all *costs* (labor, materials and supplies, expendable equipment (such as many tools or routine repair parts), and contract work) of repairs, replacements (but not replacements of non-expendable equipment), and rehabilitation of such a substantial nature that the work is clearly not a part of the routine maintenance and operating program. The items charged to this account should not increase the useful life or value of the asset being repaired. These items are not capitalized and are not added as an increase to fixed assets at the time of completion. Nor are these items depreciated. An example of this would be scheduled repainting of apartments.

4611: Equipment Purchases – Non-Capitalized: This account should be debited with the costs of equipment that does not meet the LHA’s criteria for capitalization. Because these items are being expended when paid, they should not be categorized as a fixed asset and therefore will not be depreciated. These items include stoves, refrigerators, small tools, most computers and software, etc.

The budget is a planning tool and as our portfolio ages it is essential that LHAs evaluate their properties annually and plan for extraordinary maintenance. To that end DHCD very strongly recommends that for all 400-1 operating budgets, depending on the age of the portfolio and condition, LHAs spend between \$100 and \$500 a year per unit in Extraordinary Maintenance, Equipment Purchases, Replacement of Equipment, and Betterments & Additions to ensure that the aging public housing stock is preserved.

4715: Housing Assistance Payments: This account should be debited with all housing assistance payments paid to landlords for the MRVP program on a monthly basis.

4801: Depreciation Expense: This account should be debited with annual fixed asset depreciation expenses as determined by the LHA’s capitalization policy.

7520: Replacement of Equipment – Capitalized: This account should be debited with the acquisition cost (only the net cash amount) of non-expendable equipment purchased as a replacement of equipment of substantially the same kind. These items, such as vehicles, computers, or furniture, meet the LHA’s criteria for capitalization and will also be added to fixed assets and therefore depreciated over the useful life.

7540: Betterments & Additions – Capitalized: This account should be debited with the acquisition cost (only the net cash amount) of non-expendable equipment and major non-routine repairs that are classified as a betterment or addition. These items meet the LHA’s criteria for capitalization and will also be added to fixed

assets and therefore depreciated over the useful life of the asset. Examples are: major roof replacement, structural repairs such as siding, or major paving work.

In accordance with GAAP accounting, inventory purchases (Replacement of Equipment and Betterments & Additions) are distinguished between capitalized and non-capitalized items. Any inventory or equipment purchase greater than \$5,000 is required by DHCD to be capitalized, inventoried and depreciated. Any inventory or equipment purchase costing \$1,000 to \$4,999 should be inventoried by LHA staff for control purposes only but is not subject to capitalization or depreciation, it is, however, required to be expensed when the items are paid for. An LHA's inventory listing should include both capitalized and non-capitalized items of \$1,000 and more, as well as all refrigerators and stoves of any value. All items that appear on the inventory listing should be tagged with a unique identification number, and all refrigerators and stoves (regardless of value) should be tagged. LHAs may adopt a capitalization policy that capitalizes inventory purchases at a lesser amount than the \$5,000 requirement (i.e. \$1,000 - \$4,999); however, no capitalization policy can have an amount higher than \$5,000. Any inventory or equipment purchases costing \$0 to \$999 are to be expensed when paid for.

**PMR Narrative Responses**

**Narrative Responses to the Performance Management Review (PMR) Findings**

PMRs are conducted for most LHAs on a biennial basis. This year there is no PMR record for this Housing Authority.

Explanation of PMR Criteria Ratings

| CRITERION                                | DESCRIPTION   |
|--|---|
| <b>Management</b>                        |   |
| Occupancy Rate                           | <p>The rating is calculated using the following formula: (Total Number of Occupied units on Monthly Report divided by (Total Number of Units Minus Units that Received a Waiver Minus Number of Units Vacant less than 30 days on Monthly Report)</p> <ul style="list-style-type: none"> <li>• “No Findings” : Occupancy Rate is at or above 98%</li> <li>• Operational Guidance: Occupancy rate is at 95% up to 97.9%</li> <li>• Corrective Action: Adjusted occupancy rate is less than 95%</li> </ul>  |
| Tenant Accounts Receivable (TAR)         | <p>This criterion calculates the percentage of uncollected rent and related charges owed by starting with the amount reported by the LHA, as uncollected balances for the TAR (Account 1122 from the Balance Sheet) minus Normal Repayment Agreements* divided by Shelter (Tenant) Rent (account 3110 from the Operating Statement)</p> <ul style="list-style-type: none"> <li>• “No Findings” : At or below 2%</li> <li>• “Operational Guidance” : More than 2% , but less than 5%</li> <li>• “Corrective Action” : 5% or more</li> </ul>            |
| Certifications and Reporting Submissions | <p>Housing authorities are required to submit 4 quarterly vacancy certifications by end of the month following quarter end; 4 quarterly operating statements and 4 Tenant Accounts Receivable (TAR) reports within 60 days of quarter end.</p> <ul style="list-style-type: none"> <li>• “No Findings” : At least 11 of the required 12 reports were submitted and at least 9 were submitted on time.</li> <li>• “Operational Guidance” : Less than 11 of the required 12 reports were submitted and/or less than 9 were submitted on time.</li> </ul> |
| Board Member Training                    | <p>Percentage of board members that have completed the mandatory online board member training.</p> <ul style="list-style-type: none"> <li>• “No Findings” : 80% or more completed training</li> <li>• “Operational Guidance” : 60-79.9% completed training</li> <li>• “Corrective Action” : &lt;60 % completed training</li> </ul>  |
| Annual Plan (AP) Submitted               | <p>Housing authorities are required to submit an annual plan every year.</p> <ul style="list-style-type: none"> <li>• “No Findings” =Submitted on time</li> <li>• “Operational Guidance” =Up to 45 days late</li> <li>• “Corrective Action” =More than 45 days late</li> </ul>  |

| CRITERION               | DESCRIPTION  |
|-------------------------|--|
| <b>Financial</b>        |  |
| Adjusted Net Income     | <p>The Adjusted Net Income criterion calculation starts with an LHA's Net Income and subtracts Depreciation, GASB 45 (Retirement Costs), GASB 68 (Retirement Costs), Extraordinary Maintenance (maintenance expense outside of routine/ordinary expenses), and Equipment Purchases – Non Capitalized. This Adjusted Net Income amount is then divided by the Total Expenses of the LHA. If this Adjusted Net Income amount is positive, it means underspending and if it is negative it means overspending.</p> <p>Underspending Rating:</p> <ul style="list-style-type: none"> <li>• “No Findings” : 0 to 9.9%</li> <li>• “Operational Guidance”: 10 to 14.9%</li> <li>• “Corrective Action”: 15% or higher</li> </ul> <p>Overspending Rating:</p> <ul style="list-style-type: none"> <li>• “No Findings” : 0 to -4.9%</li> <li>• “Operational Guidance”: -5% to -9.9%</li> <li>• “Corrective Action”: -10% or below</li> </ul> |
| Operating Reserves      | <p>Current Operating Reserve as a percentage of total maximum reserve level. Appropriate reserve level is buffer against any unforeseen events or expenditures.</p> <ul style="list-style-type: none"> <li>• “No Findings” :35%+ of maximum operating reserve</li> <li>• “Operational Guidance”: 20% to 34.9% of maximum operating reserve</li> <li>• “Corrective Action”: &lt;20% of maximum operating reserve</li> </ul>   |
| <b>Capital Planning</b> |  |
| Capital Spending        | <p>Under the Formula Funding Program (FF), authorities receive undesignated funds to spend on projects in their Capital Improvement Plan. They are rated on the percentage of available funds they have spent over a three-year period</p> <ul style="list-style-type: none"> <li>• “No Findings” = at least 80%</li> <li>• “Operational Guidance” = At least 50%</li> <li>• “Corrective Action” = Less than 50%</li> </ul>  |

| CRITERION                                | DESCRIPTION   |
|--|---|
| <b>Health &amp; Safety</b>               |   |
| Health & safety violations               | DHCD has observed conditions at the LHA's developments and reported health and safety violations. The LHA has certified the number of corrected violations in each category.  |
| <b>Facility Management - Inspections</b> |   |
| Unit Inspections Conducted               | <p>Housing authorities are required to conduct inspections of all their occupied units at least once a year</p> <ul style="list-style-type: none"> <li>• "No Findings": 100 % of sampled units had inspections conducted once during the year</li> <li>• "Corrective Action": Fewer than 100% of sample units were inspected during the year</li> </ul>   |
| Inspections Report                       | <p>Housing authorities are required to note all of the deficiencies found during inspections</p> <ul style="list-style-type: none"> <li>• "No Findings": 100 % of deficiencies are noted on inspection report</li> <li>• "Corrective Action": Fewer than 100% of deficiencies are noted in inspection report</li> </ul>   |
| Inspection Work Order                    | <p>Housing authorities are required to generate work orders for all deficiencies noted during inspections</p> <ul style="list-style-type: none"> <li>• "No Findings": 100 % of deficiencies noted on inspection reports generated work orders</li> <li>• "Corrective Action": Fewer than 100% of deficiencies noted on inspection reports generated work orders</li> </ul>  |
| Work Order System                        | <p>Work order system identifies, tracks, and can produce reports for inspection work orders.</p> <ul style="list-style-type: none"> <li>• "No Findings": Inspection work orders are identified, tracked, and reportable</li> <li>• "Operational Guidance": Inspection work orders are not identified, and/or tracked, and/or reportable</li> </ul>  |
| Inspections Work Orders Completed        | <p>Inspection work orders were completed within 30 calendar days from the date of inspection, OR if cannot be completed within 30 calendar days, are added to the Deferred Maintenance Plan or included in the Capital Improvement Plan in the case of qualifying capital repairs (unless health/safety issue).</p> <ul style="list-style-type: none"> <li>• "No Findings": Sampled inspection work orders were completed within 30 days of inspection date or added to deferred maintenance plan and/or CIP</li> <li>• "Operational Guidance": Sampled inspection work orders were completed within 31 to 45 calendar days of inspection date and not added to deferred maintenance plan or CIP</li> <li>• "Corrective Action": Sampled inspection work orders were completed in over 45 calendar days of inspection date</li> </ul> |

| CRITERION                                      | DESCRIPTION  |
|--|--|
| <b>Facility Management – Work Order System</b> |  |
| Emergency Work Orders Properly Defined         | <p>Emergency work orders should be defined per <u>Property Management Guide</u>, identified, tracked, reportable.</p> <ul style="list-style-type: none"> <li>• “No Findings”: Emergency work orders defined per <u>Property Management Guide</u>, identified, tracked, reportable</li> <li>• “Operational Guidance”: Emergency work orders are not defined per <u>Property Management Guide</u>, and/or identified, and/or tracked, and/or reportable</li> </ul>   |
| Emergency Work Orders Initiation               | <p>Emergency work orders should be initiated within 24 to 48 hours.</p> <ul style="list-style-type: none"> <li>• “No Findings”: Emergency work orders initiated within 24-48 hours</li> <li>• “Corrective Action”: Emergency work orders not initiated within 24-48 hours</li> </ul>   |
| Vacancy Work Orders                            | <p>Vacancy work orders should be identified, tracked and reportable.</p> <ul style="list-style-type: none"> <li>• “No Findings”: Vacancy work orders identified, tracked AND reportable</li> <li>• “Corrective Action”: Vacancy work orders are not identified, and/or tracked, and/or reportable</li> </ul>   |
| Vacancy Work Orders Completed                  | <p>Vacancy work orders should be completed within 30 calendar days or if not completed within that timeframe, LHA has a waiver.</p> <ul style="list-style-type: none"> <li>• “No Findings”: Vacancy work orders are completed within 30 calendar days or if not completed within timeframe, LHA has a waiver</li> <li>• “Operational Guidance”: Vacancy work orders completed within 31-60 calendar days</li> <li>• “Corrective Action”: Vacancy work orders completed 61+ calendar days</li> </ul>                          |
| Preventive Maintenance Program                 | <p>Housing authorities are required to maintain a comprehensive preventive maintenance program in which preventive work orders are identified, tracked, and reportable.</p> <ul style="list-style-type: none"> <li>• “No Findings”: A comprehensive preventive maintenance program exists and work orders are identified, tracked and reportable</li> <li>• “Corrective Action”: A comprehensive preventive maintenance program does not exist OR work orders are not identified and/or tracked and/or reportable</li> </ul> |
| Routine Work Orders                            | <p>Routine work orders should be identified, tracked, reportable and completed regularly.</p> <ul style="list-style-type: none"> <li>• “No Findings”: Routine work orders identified, tracked, reportable and completed regularly</li> <li>• “Operational Guidance”: Routine work orders are not identified, and/or tracked and/or reportable, and/or completed regularly</li> </ul>   |



| <b>CRITERION</b>                 | <b>DESCRIPTION</b>  |
|----------------------------------|---|
| Requested Work Orders            | <p>Requested work orders should be identified, tracked and reportable.</p> <ul style="list-style-type: none"> <li>• “No Findings”: Requested work orders identified, tracked, reportable and completed regularly</li> <li>• “Operational Guidance”: Requested work orders are not identified and/or tracked and/or reportable, and or completed regularly</li> </ul>  |
| Requested Work Orders Completion | <p>Requested work orders should be completed in 14 calendar days from the date of tenant request or if not completed within that timeframe (and not a health or safety issue), the task should be added and completed in a timely manner as a part of the Deferred Maintenance Plan and/or CIP.</p> <ul style="list-style-type: none"> <li>• “No Findings”: Requested work orders are completed within 14 calendar days of tenant request OR added to deferred maintenance plan and/or CIP</li> <li>• “Operational Guidance”: Requested work orders are completed within 15-30 calendar days from the date of tenant request</li> <li>• “Corrective Action”: Requested work orders are completed in over 30 calendar days from the date of tenant request OR not completed</li> </ul> |
| Emergency Response System        | <p>Housing authorities should have a 24 Hour Emergency Response System and distribute Emergency Definition to Residents, Staff, and Answering Service (if applicable).</p> <ul style="list-style-type: none"> <li>• “No Findings”: A 24-hour system for responding to emergencies exists AND definitions of emergencies have been distributed to staff, residents and answering service, if applicable</li> <li>• “Operational Guidance”: System exists, but no definition has been distributed</li> <li>• “Corrective Action”: Neither a system nor distributed definitions exist</li> </ul>   |

## Policies

The following policies are currently in force at the Danvers Housing Authority:

| <b>Policy</b>                            | <b>Last Ratified<br/>by Board Vote</b> | <b>Notes</b> |
|--|--|--------------|
| *Rent Collection Policy                  | 01/16/2014                             |              |
| *Personnel Policy                        | 05/08/2017                             |              |
| *Capitalization Policy                   | 11/05/2014                             |              |
| *Procurement Policy                      | 11/07/2016                             |              |
| *Grievance Policy                        | 06/16/2014                             |              |
| Smoking Policy                           | 03/19/2013                             |              |
| Pet Policy                               | 10/21/2021                             |              |
| Sexual Harassment Policy                 | 05/08/2017                             |              |
| Credit/Debit Card Policy                 | 01/20/2016                             |              |
| Anti-Discriminatory Harassment<br>Policy | 05/08/2017                             |              |
| Reasonable Accommodations Policy         | 10/21/2021                             |              |

\* Starred policies are required by DHCD. Policies without a "Latest Revision" date are not yet in force.

The list of policies has been provided by the LHA and has not been verified by DHCD.

## **Waivers**

AP-2023-Danvers Housing Authority-00509 has no current waivers from the regulations of the Department of Housing and Community Development (DHCD).

## **Attachments**

The following items have been uploaded as attachments to this Annual Plan.

Due to the COVID-19 emergency, on-site Performance Management Review (PMR) assessments by the Facilities Management Specialists were cancelled for the December fiscal year end housing authorities. Therefore, the Facility Management categories have been omitted from the PMR document.

- Public Comments and LHA Responses
- Cover sheet for tenant satisfaction surveys
- Tenant Satisfaction Survey 667 Program



EQUAL OPPORTUNITY

## DANVERS HOUSING AUTHORITY

14 STONE STREET  
DANVERS, MA 01923-1899

(978) 777-0909 FAX (978) 777-0955  
SECTION 8 (978) 777-7926  
TRS 1-800-439-2370

March 17, 2022

I hereby certify that the Danvers Housing Authority (DHA), held a remote public hearing and presented its Annual Plan for FY 2022 on March 17, 2022.

No public comments were received.

Upon motion duly made by Kerry Fouhey, the DHA board of directors voted 4-0 with one member absent to approve the FY2023 Annual Plan at its regular board meeting on March 17, 2022.

Cynthia Dunn  
Executive Director

## **Resident Surveys – Background**

Since 2016 DHCD has been working with the Center for Survey Research (CSR) at the University of Massachusetts Boston to survey residents in the state public housing units it oversees. The surveys are confidential, mailed directly to the residents and returned to the Center by mail (or, starting in 2019, completed on-line). CSR surveys residents of elderly/disabled units (also known as c. 667 developments) and family units (also known as c. 705 and c. 200 developments).

During each round, all individual residents are mailed surveys, with one exception: in the case of the twelve housing authorities with more than 225 c. 200 family units, a randomly selected group of 225 residents was surveyed at each housing authority. This group was determined to be large enough to generate statistically useful results. In both rounds, responses from c.200 and c.705 residents are always combined.

### **Round One Surveys (2016 – 2018)**

In Round One of the surveys, CSR surveyed residents of elderly/disabled developments (c. 667) in three groups in the Fall of 2016, 2017 and 2018. CSR surveyed residents of family units (c. 705 and c. 200 developments) in the Spring of 2016. (Note: there are many more c. 667 units, so they were broken down into three groups).

#### *Notes: Round One Surveys*

1. In previous publications of this survey data, if there were at least twenty responses from residents of an authority's c.667 units or from their c.200/705 units, then there is a separate report for that program.
2. However, to be consistent with the new Round Two methodology described below, we recalculated the Round One data using the new methodology. Since we no longer combine c.667 results with c.200/705 results, several LHAs no longer have a report for their c.200/705 units, given the small data set for those units.

### **Round Two Surveys (2019 – 2022)**

Round Two of the surveys began in 2019. CSR surveyed about one-third of the elderly/disabled residents in Fall 2019 and all of the family residents in Fall 2020. We expect the remaining elderly/disabled residents to be surveyed in Fall 2021 and Fall 2022.

#### *Notes: Round Two Surveys*

1. We refined our reporting methodology and will issue survey results for any program (c. 667 or c. 200/705) meeting these requirements:
  - 8-19 completed surveys received, if the response rate is at least 40%
  - 20-29 completed surveys received, if the response rate is at least 20%
  - 30+ completed surveys received, if the response rate is at least 15%
2. Responses from the family units will not be combined with responses from elderly/disabled units as they originally were in Round One. Since the variance between the results of the elderly/disabled and family programs was sometimes significant, combining the two was determined to yield less accurate results.

# DANVERS HOUSING AUTHORITY

## Chapter 667 Housing Summary 2016 - 2018

DHCD is working with the Center for Survey Research at the University of Massachusetts Boston to survey residents in the housing units it oversees.

**Fall 2016:**

- Surveys were sent to 9624 housing units (Chapter 667). 5511 surveys were filled out and returned.

**Fall 2017:**

- Surveys were sent to 6024 housing units (Chapter 667). 3391 surveys were filled out and returned.

**Fall 2018:**

- Surveys were sent to 13,304 housing units (Chapter 667). 6717 surveys were filled out and returned.
- In the **Danvers Housing Authority**, surveys were sent to a total of **165** housing units (Chapter 667); **90** surveys were completed.

This report provides some information about how the residents from the **Danvers Housing Authority** who answered the survey responded. It compares their answers to those from residents in the entire state and to those from small LHAs in Northeastern Massachusetts. These small LHAs in Northeastern Massachusetts include: Bedford, Burlington, Chelmsford, Danvers, Dracut, Essex, Georgetown, Groveland, Hamilton, Haverhill, Lexington, Lowell, Lynnfield, Manchester, Merrimac, Middleton, Nahant, Newburyport, North Andover, North Reading, Reading, Rockport, Rowley, Salisbury, Swampscott, Tewksbury, Topsfield, Tyngsborough, Wakefield, Wenham, West Newbury, and Wilmington.

### Communication

Residents in Ch. 667 housing were asked about how they interacted with the Danvers Housing Authority in the last 12 months. The table below shows what percentage of residents said they did each of the following:

|  | Danvers Housing Authority | Small LHAs in Northeastern MA* | Entire State |
|--|---------------------------|--------------------------------|--------------|
| Contacted management about a problem or concern.....   | 84%                       | 78%                            | 78%          |
| Felt they were usually or always treated with courtesy and respect when they contacted management..... | 92%                       | 87%                            | 87%          |
| Saw the Capital Improvement Plan.....  | 17%                       | 33%                            | 30%          |
| Saw the Operating Budget.....  | 12%                       | 18%                            | 17%          |
| Knew the Executive Director held a meeting with residents...   | 49%                       | 58%                            | 53%          |

\* Small LHAs in Northeastern Massachusetts include: Bedford, Burlington, Chelmsford, Danvers, Dracut, Essex, Georgetown, Groveland, Hamilton, Haverhill, Lexington, Lowell, Lynnfield, Manchester, Merrimac, Middleton, Nahant, Newburyport, North Andover, North Reading, Reading, Rockport, Rowley, Salisbury, Swampscott, Tewksbury, Topsfield, Tyngsborough, Wakefield, Wenham, West Newbury, and Wilmington.

## Services and Programs

44% of the Danvers Housing Authority residents in Ch. 667 who responded to the survey said they would be interested in services and programs. Here are the services and programs residents said they would be most interested in participating in:

|  | Danvers Housing Authority | Small LHAs in Northeastern MA | Entire State |
|--|---------------------------|-------------------------------|--------------|
| Job training programs.....   | 9%                        | 5%                            | 6%           |
| Money management programs<br>( <i>budgeting, taxes, income building</i> ).....   | 16%                       | 10%                           | 10%          |
| Children’s programs<br>( <i>tutoring, childcare, afterschool programs</i> )..... | 1%                        | 1%                            | 2%           |
| Health and Medical Services<br>( <i>visiting nurse, meal programs</i> ).....     | 27%                       | 33%                           | 35%          |
| Adult Education<br>( <i>GED, ESL, educational counseling</i> ) .....             | 8%                        | 8%                            | 10%          |

## Maintenance and Repair

**Who had problems?** About one-quarter of respondents had a problem with their heating and about one-half had a plumbing problem in the last 12 months.

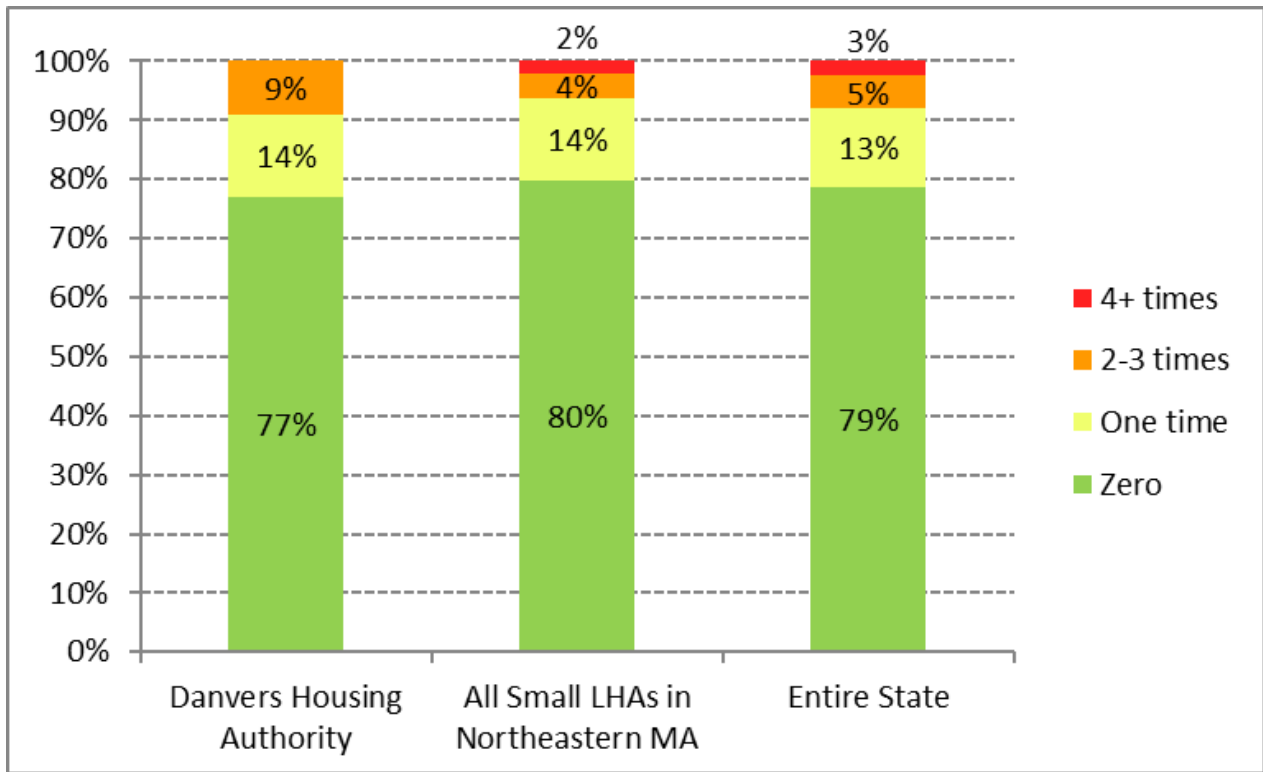
|   | Danvers Housing Authority | Small LHAs in Northeastern MA | Entire State |
|---|---------------------------|-------------------------------|--------------|
| Had a heating problem.....                | 23%                       | 20%                           | 21%          |
| Had a problem with water or plumbing..... | 53%                       | 51%                           | 49%          |



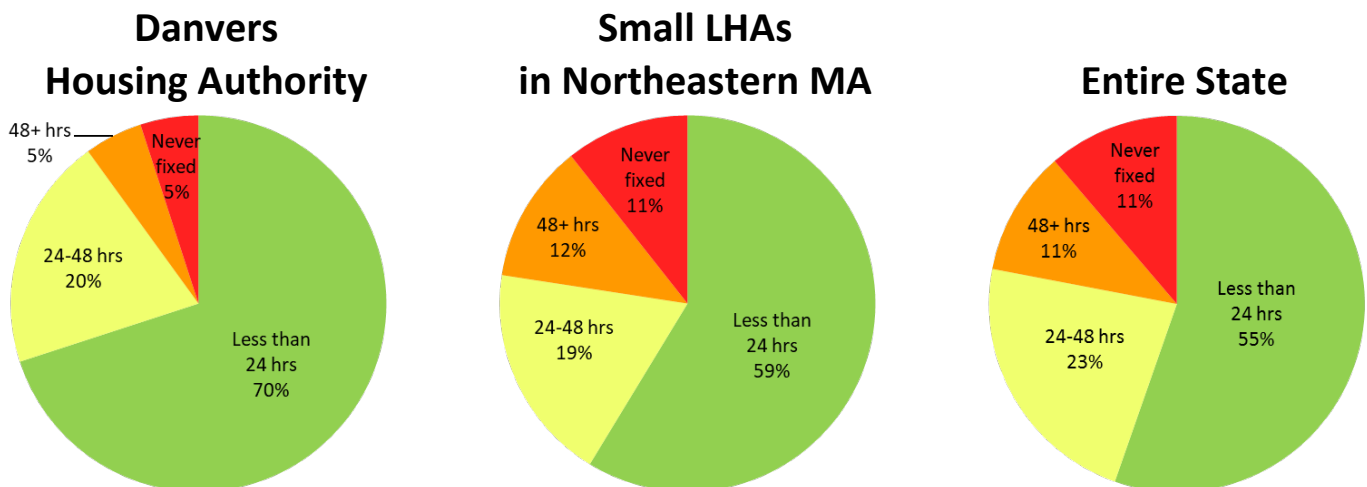
- Heating Problems

**How many times did residents have heating problems?**

The chart below shows how many times respondents had heat problems in the last 12 months. The green part of the bars shows what percentage of residents did not have the problem at all. The yellow shows who had the problem one time. The orange shows those who had the problem 2-3 times. And the red shows those who had the problem 4 or more times in the last 12 months.



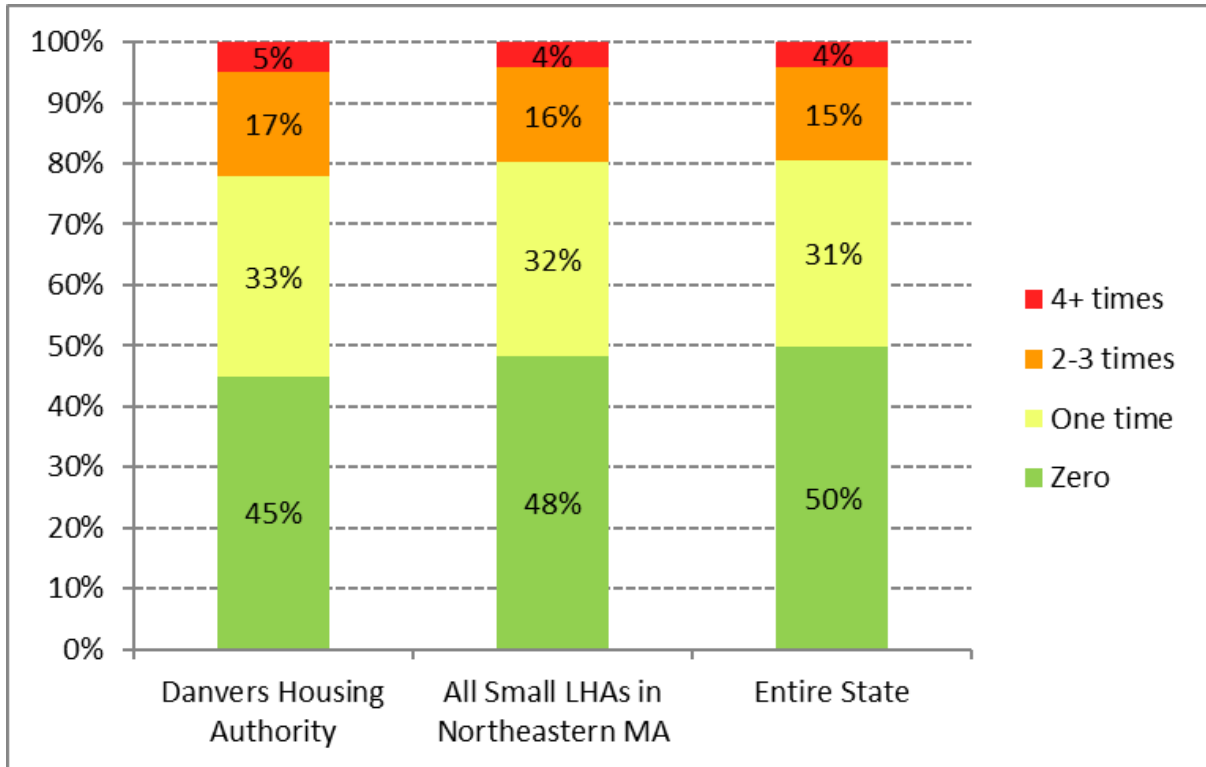
**How long did it take to fix the heating problems?** For those respondents who had problems, we asked how long it usually took for the problems to be fixed – less than 24 hours, 24 - 48 hours, more than 48 hours, or never fixed.



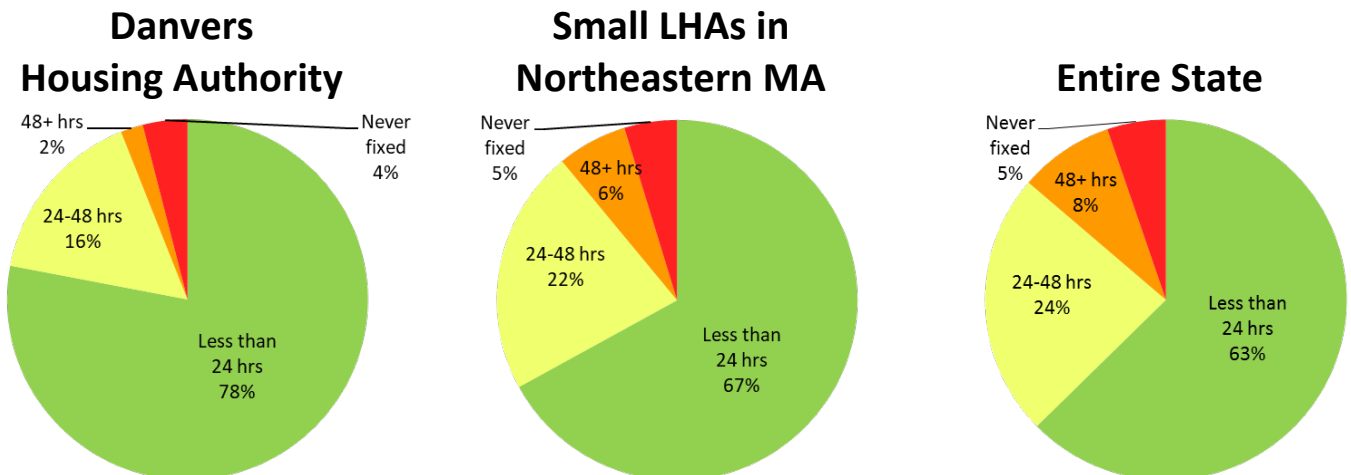
- **Water or Plumbing Problems**

**How many times did residents have problems with their water or plumbing?**

The chart below shows how many times respondents had water or plumbing problems in the last 12 months. The green part of the bars shows what percentage of residents did not have the problem at all. The yellow shows who had the problem one time. The orange shows those who had the problem 2-3 times. And the red shows those who had the problem 4 or more times in the last 12 months.

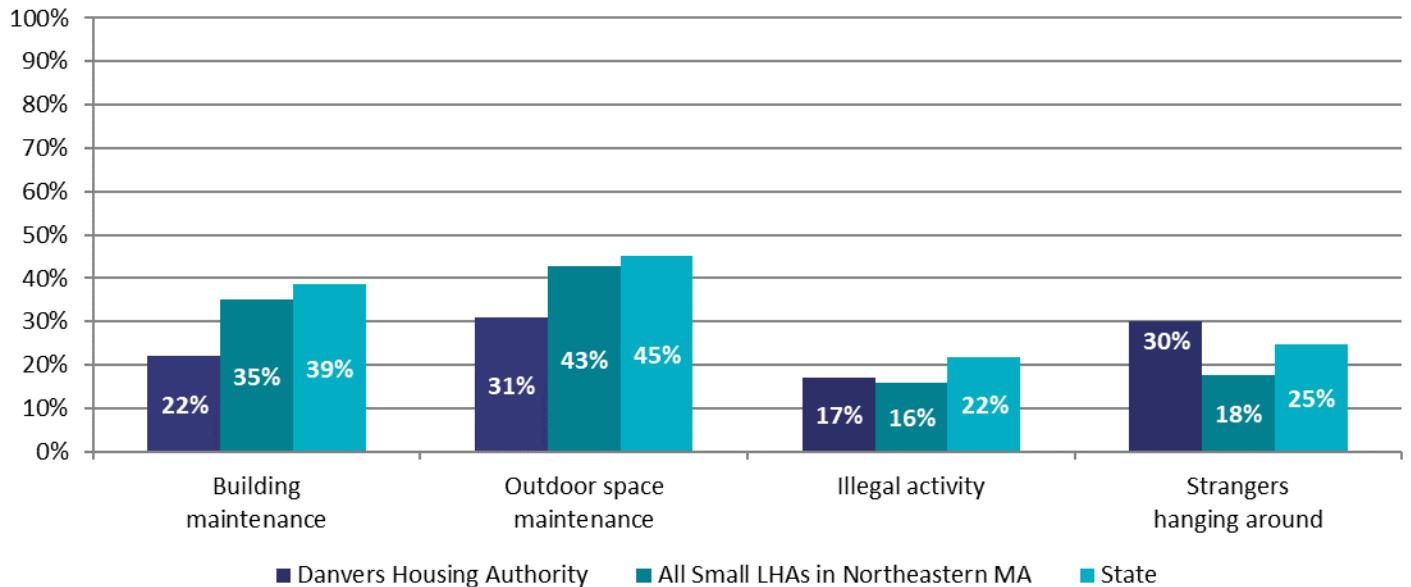


**How long did it take to fix the water or plumbing problems?** For those respondents who had problems, we asked how long it usually took for the problems to be fixed – less than 24 hours, 24 - 48 hours, more than 48 hours, or never fixed.



- What other problems did respondents have?** Respondents were asked how often they had problems with: building maintenance (*such as clean halls and stairways and having lights and elevators that work*), outdoor space maintenance (*such as litter removal and clear walk ways*), illegal activity in the development, and strangers hanging around who should not be there. The chart below shows what percentage of respondents said that they “always” or “sometimes” had this problem in the last 12 months.

**Respondents who “always” or “sometimes” had problems with....**



**Safety**

Respondents were asked how safe they felt in their building and going outside alone. The chart below shows what percentage of people said they felt “very safe” or “mostly” safe.

**Respondents who felt “very safe” or “mostly safe” ....**

